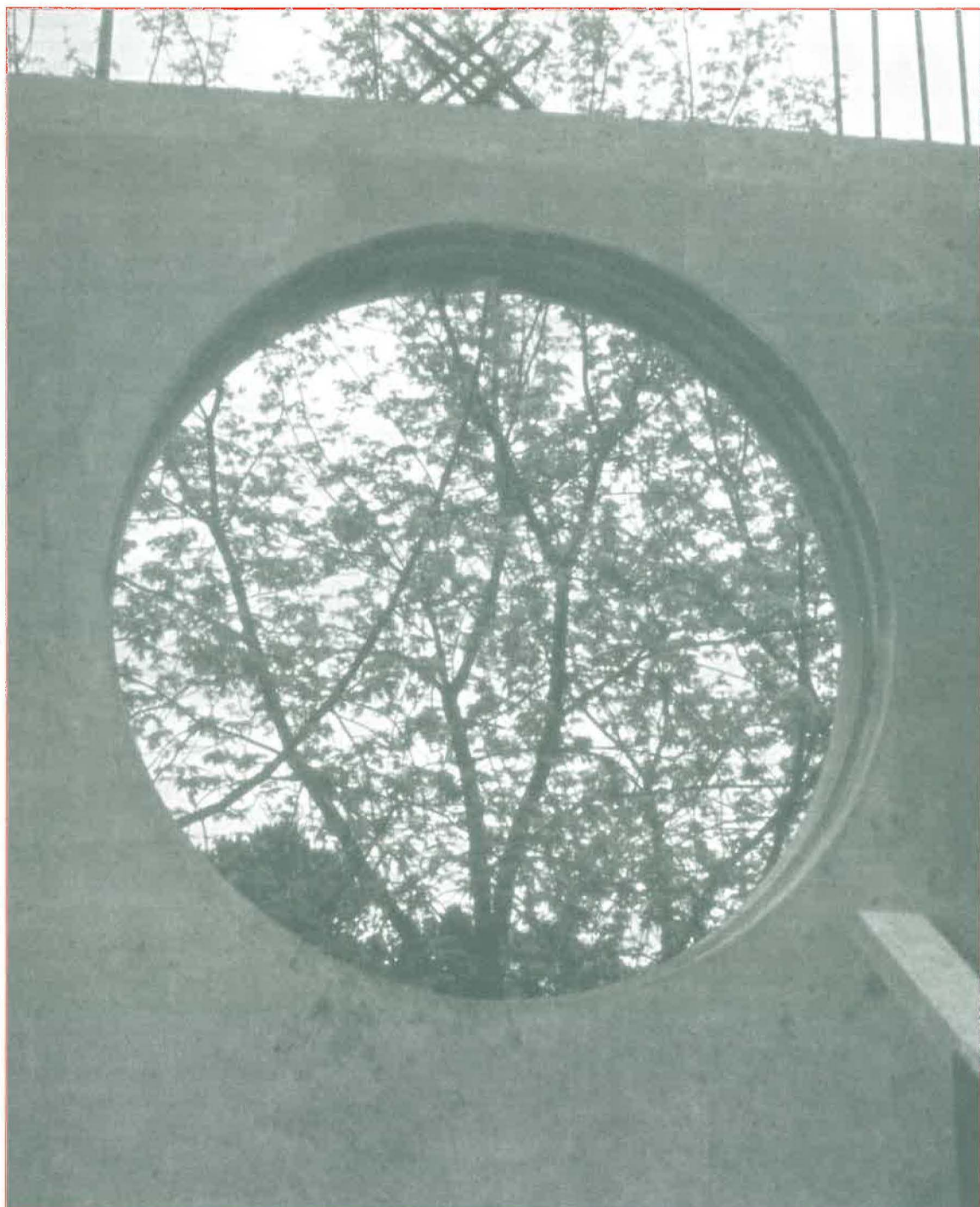




Interdisciplinary Studies

September - December 1994



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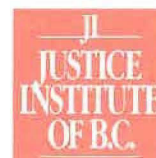
*Computer courses are offered by the Corrections Academy, 604/222-7298.

**Private Security Training Programs are offered by the Police Academy. Contact the Registration Office at 604/222-7111 or 222-7171.

Staff List

Interdisciplinary Studies

For Interdisciplinary Studies numbers not listed below	222-7224
For other academies	228-9771
Dean	
Pat Ross	222-7220
Kate Walker, Supervisor Administrative Services	222-7221
Program Directors	
Flora MacLeod	222-7225
Shelley Rivkin	222-7233
Centre for Conflict Resolution Training	
Marg Huber, Co-ordinator	222-7248
Maureen Carroll, Program Planner	222-7219
Karen Falk, Program Planner	222-7161
Kerry Gruber, Program Planner	222-7167
Kendra McEown, Program Planner	222-7213
Lorraine Filewood, Program Assistant	222-7156
Susan Burks, Program Assistant	222-7287
Cheryl Redding, Program Assistant	222-7156
Justice, Family, and Agency Training	
Cindy Bettcher, Co-ordinator	222-7232
Tad Dick, Program Planner	222-7271
Lori Ovens, Program Assistant	222-7251
Management, Enforcement, and Training for Trainers	
Patricia McNeill, Co-ordinator	222-7229
Lynda Getz, Program Assistant	222-7180
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Youth and Conflict	
Mark LaLonde, Program Planner	222-7113
Administrative Assistants	
Dennette Retel	222-7295
Kim Howse	222-7282
Office Support Staff	
Carolyn Eyres	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
First Nations Advisor	
Grace Adams	222-7163



Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
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Telephone: 604/222-7224
FAX: 604/660-1875

Cover

The cover and inside photos offer a preview of the Justice Institute's new campus in New Westminster. The new JI is scheduled for completion in late January 1995. Photos: Barry Hawkins.

Registration Office

Registration Supervisor	
Debra Dolan	222-7276
Registration Processing Secretaries	
Meenpal Basi	222-7171
Heather Olson	222-7171
Lorraine Ordano	222-7111
Cindy Teather	222-7289

Library

Information	222-3600
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How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. Categories are listed alphabetically. Within each category, courses are arranged by suggested sequence or date order. Conflict Resolution elective courses are listed alphabetically by title.

General Information

Time of classes: Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm. Please check the first page of each category and individual course listings. Class times are also noted on the registration receipt.

Parking: Parking is available, free of charge, in lots located north of Blake Hall and east of the driveway off 8th Avenue (for MacDonald Hall).

Special requirements: Students with special requirements should inform the Registration Office of their specific needs when they register for a course. Disabled persons' designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall and the Cafeteria Building, and in front of MacDonald Hall (see map, page 55). Ramps and accessible washrooms are located in both buildings.

Location of classrooms: Unless otherwise stated, classes will take place at the Justice Institute in Blake Hall, MacDonald Hall, or the Cafeteria Building. Notice boards inside the main doors of Blake Hall and MacDonald Hall list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms may change on short notice.



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Library: All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audiovisual items, and an audio-visual catalogue can be purchased for \$7.00. Photocopy charges are 20¢ a page. While any student may use the library, borrowing privileges are limited to students enrolled in Interdisciplinary Studies certificate programs and to Corrections Branch and Court Services staff, fire fighters, paramedics, police officers, and Provincial Emergency Program personnel. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

Food on campus: Coffee and juice are provided in most classrooms and small, deli-style stores in Blake Hall and MacDonald Hall, operated by Menu Setters caterers, are open from 7:00 am to 3:30 pm, Monday through Friday.

Courses around BC: Courses offered around BC are listed at the end of each category.

The next Interdisciplinary Studies calendar, covering the period January - September 1995, will be available in November 1994.

We regularly update our mailing lists. Please let us know if you would like your name added to or deleted from the calendar list, or if your address has changed.

Interdisciplinary Studies occasionally undertakes special mail-outs for other organizations. We **do not** sell or give our mailing lists to others.

The Justice Institute is Moving

Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for January 1995. The first classes are expected to be offered at the new campus in early February, 1995. Students will be notified of the location of their classes when they register or as soon as the location can be confirmed.

Our new campus will total approximately 170,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium space.

Coloured photos of the new site are on display in the main hallways of the Blake Hall classroom building and the MacDonald Hall main entrance. Please stop in and have a look if you are attending a course or a meeting at the Jericho site.



What is the Justice Institute?

The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Skills, Training and Labour, and is managed by a Board of Governors.

Programs offered by the academies and divisions can be summarized as follows:

- **Corrections Academy** provides employment readiness courses for members of the public who wish to prepare for careers in corrections. The Academy also develops courses and trains Corrections Branch employees who work in institutional and community settings, i.e., security and probation officers.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Fire Academy** trains volunteer, full-time, and industrial fire fighters to assume leadership roles in fire prevention, training, and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on-site.
- **Paramedic Academy** provides basic and advanced training for BC Ambulance Service paramedics. The Academy trains personnel in other agencies, such as police and fire, as first responders, and offers programs for health care professionals.
- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Provincial Emergency Program (PEP) Academy** trains volunteers, municipal authorities, and government emergency personnel to respond to disasters such as earthquakes, floods, and oil spills. The Academy also assists in training over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Educational Services Division** provides library, media, registration, first nations advisor, and faculty development services to the Institute.

- **Finance and Administration** attends to the business operations of the Institute. It is responsible for financial operations; purchasing, receiving, and stores; accounting; legal and personnel matters; and the operations of the physical facilities.

- **Interdisciplinary Studies** is described below.

What is Interdisciplinary Studies?

Interdisciplinary Studies offers a range of contract and continuing professional education programs to government personnel; staff working in social services, justice, and public safety-related organizations and agencies; and persons working in the non-profit and voluntary sector. The training offered by Interdisciplinary Studies covers current issues related to justice and public safety and provides participants with new or enhanced skills to work with clients, staff, and members of the public.

Interdisciplinary Studies offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled Adolescents, and Management Development for Residential Settings. In order to receive a certificate of achievement, participants must attend the required number of training days and demonstrate competency in the program area.

Interdisciplinary Studies also undertakes special projects sponsored solely by the Justice Institute or developed in collaboration with other organizations. Many programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other organizations and educational institutions to develop and deliver training throughout British Columbia.

Interdisciplinary Studies produces two calendars a year advertising upcoming professional development and community education programs and courses. If you would like to be on our mailing list, call Interdisciplinary Studies at 604/222-7224, and ask to be put on the general mailing list.

Are you looking for the perfect gift?

**Do you want to introduce a friend or colleague to a Justice Institute course?
Interdisciplinary Studies has the solution...**

A Gift Certificate

covering a portion or the full cost of one of the courses advertised in this calendar. Interdisciplinary Studies gift certificates come in \$5.00, \$10.00, and \$20.00 denominations and can be purchased by calling Carolyn Evers at 222-7224.

Administrative/ Support Staff

Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.

Front Line/Firing Line: Handling the Angry Client (#SUP109)

No matter where they work—a government, private or voluntary sector agency, or in the justice system—front office staff and line workers may find themselves having to handle distraught or angry clients. Through small group discussions and role plays, participants in this course will learn practical techniques to help them cool down these difficult encounters. Topics to be examined include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days
Date(s): **October 6-7**
Fee: \$170
Instructor(s): A consultant with Ryane Consulting Inc.

Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)

Administrative support staff are key to the efficiency and success of any organization, but productivity, morale, and working relationships suffer when an employee's work time is consumed with unresolved conflicts and concerns. To survive the stress and tension that can lead to these inevitable, day-to-day disagreements, misunderstandings, and differences, administrative support staff need to learn specific skills and strategies that will enable them to communicate more openly and honestly. This course will target key trouble spots that create stress, tension, and conflicts in the workplace, and will provide participants

with practical, effective strategies and critical communication skills that will enable them to navigate their way through these problem situations. The emphasis will be on practical application and skill development. Demonstrations will illustrate common conflict situations and participants will have opportunities to deal with problems typical to their workplace setting.

Length: Two days
Date(s): **October 25-26**
Fee: \$170
Instructor(s): Paula Temrick

Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)

This planning course is directed toward administrative/support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity.

Length: One day
Date(s): **November 21**
Fee: \$95
Instructor(s): Sheila MacCallum

Instructors:

Sheila MacCallum, M.Ed. (Adult Education), is a program planner and consultant in the areas of time management, charity volunteer training, and literacy. Ryane Consulting Inc. has designed and delivered courses on topics related to leadership and management, communications and conflict, and business writing, for 20 years. Consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Paula Temrick is a human relations consultant, counsellor, and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service, and mental health professionals.

Child and Youth Care

Unless otherwise indicated, Child and Youth Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Working with Troubled Adolescents

The Working with Troubled Adolescents certificate program is currently being revised and updated to meet the changing needs of the child and youth care field. This process is being undertaken in consultation with a community based focus group. A description of the updated program will be available in the next Interdisciplinary Studies calendar. It is anticipated that the new program will be offered in the Spring of 1995.

Participants currently registered in the program who have inquiries regarding their electives should contact Tad Dick at 222-7271.

NEW

Working with Depressed and Suicidal Adolescents (#CY162)

This course is designed for child and youth care workers, school counsellors, mental health workers, residential care workers, and others working in a supportive relationship with adolescents. It will provide participants with the opportunity to develop a framework for understanding adolescent concerns and coping strategies in a developmental context; review the relationship between negative life experiences, depression, and suicide in the lives of adolescents; examine a suicide continuum and high risk profiles; discuss the needs of the "at risk" adolescent, the adolescent who has attempted, and the adolescent affected by the suicide of another; and practise supportive counselling skills with this population.

Length: Two days
Date(s): November 14-15
Fee: \$185
Instructor(s): Larry Green

NEW

Facilitating Groups for Substance Misusing Adolescents (#CY163)

This course is for group facilitators working with adolescents who misuse alcohol and/or other drugs. Participants will examine adolescent group goals and norms, explore the balance between process and content, and analyze the stages of group development. A wide range of experiential exercises will enable participants to increase their skills in anticipating and managing the many challenging issues that arise in adolescent groups. This course is not recommended for people who are not comfortable participating in experiential exercises.

Length: Two days
Date(s): December 8-9
Fee: \$185
Instructor(s): Scott Robertson

Youth and Conflict: Skills Development Program

The courses in this series are for counsellors, social workers, child and youth care workers and other practitioners working with youth in conflict. The training progresses from the management of anger in children and youth, the resolution of conflict, to teaching children and youth the necessary skills to resolve problems in a non-conflictual manner. After completing the skills development series, students will receive a letter acknowledging their participation. The courses in this series can be taken individually — subject only to any prerequisites noted in the individual course descriptions — and need not be completed in any one calendar term. Most titles are electives in the Conflict Resolution Certificate Program.

The program currently offers the following titles:

Working with Anger and Aggression in Youth (#CR720) two days

Engaging Withdrawn and Resistant Youth (#CR720A) two days

Mediating with Youth in Conflict (#CY122) three days (Winter 1995)

Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148) three days

Problem Solving with Youth (#CY139) two days (Winter 1995)

Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150) three days

Please call 604/222-7271 for further information regarding this program.

Working with Anger and Aggression in Youth (#CR720)

Working with angry, upset, and verbally abusive youth can be stressful and frustrating, and may lead to burn-out. When responding to these young people, practitioners can find themselves caught in a power struggle, and unintentionally escalate the young person's anger. This course will provide participants with practical skills and strategies to move them out of power struggles so that they can become more effective in understanding, defusing, and confronting children and adolescents who are angry. Specific attention will be directed toward the dynamics of conflict and anger arousal within the context of adolescent development. Skills to manage feelings of anger and defensiveness within conflict situations will be addressed. Participants will have extensive opportunities to observe,

apply, and practise specific anger management and problem-solving skills. (An elective in the Conflict Resolution Certificate Program.)

Length: Two days
Date(s): **September 22-23**
November 30-December 1
Fee: \$195
Instructor(s): Paula Temrick

Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148)

Youth and child care workers, residential care staff, school counsellors, social workers, and probation officers are all in a unique and powerful position to facilitate change in communication patterns and assist in the resolution of conflict between parents and teens. In this course, participants will learn how to act as intermediaries and guide conflicted families through a collaborative problem solving process. The practical, goal-oriented nature of this intervention is designed to encourage young people to participate in family and individual sessions with a skilled intermediary, and to facilitate the establishment of agreements around such issues as curfews, chores, truancy, and substance abuse. Small group work will be facilitated by skills coaches. Priority registration will be given to participants who have completed the Working with Anger and Aggression in Youth. (An elective in the Conflict Resolution Certificate Program and the Youth and Conflict: Skills Development Program.)

Length: Three days
Date(s): **October 11-13**
Fee: \$225
Instructor(s): Paula Temrick

Preventing Peer Youth Violence (#CY159)

The apparent increase in peer youth violence is of concern to communities around BC. The reported behaviour ranges from bullying and theft of clothes or other personal possessions, to random physical assaults and use of weapons. Most of these incidents occur among young people who are not members of gangs or other organized groups. This behaviour is not restricted to adolescents; there are more reports of elementary school aged children involved in such incidents. This course will explore the origins of violence in the home and the community, examine some of the key indicators of possible violence among children and youth, and present specific strategies to intervene and defuse potentially violent situations. The role of the community, and methods to bring community members and young people together to prevent future violence will also be addressed. This course will be of particular interest to child and youth workers, parks and recreation staff, police, probation officers, and other youth serving personnel. Co-sponsored with the Crime Prevention Unit, Ministry of Attorney General.

Length: Three days
Date(s): **November 23-25** at Kwantlan College in Surrey
December 12-14 at the Justice Institute
Fee: \$100
Instructor(s): Kelly Kennedy and Mark LaLonde
For further information: Contact Mark LaLonde at 222-7113.

NEW

Preventing Peer Youth Violence: Training for Community Facilitators (#CY164)

This course is for community developers and youth serving professionals who want to inform the public about peer youth violence and to mobilize their communities to prevent future peer youth violence. Participants will examine the issue from the perspective of parents and members of the public, explore ways communities can reduce the incidence of peer youth violence, and practise specific skills to facilitate discussion and action planning around the issue. Suggested approaches for organizing public meetings and community forums will also be included. All participants in the course will receive a facilitators' handbook which was developed with assistance from The Vancouver Foundation. Co-sponsored with the Crime Prevention Unit, Ministry of Attorney General.

Length: Two days
Date(s): **October 25-26**
Fee: \$65
Instructor(s): Mark LaLonde and Sieglinde Malmberg

Anger Management with Children Under Twelve (#CY158)

This course is for child and youth care workers, social workers, and other practitioners who wish to develop specialized skills and strategies to work with children who are angry. The focus will be on the ways that children express their anger within a developmental context, and on the physical, social, and emotional impact of this anger on them and their family members. Participants will explore the variety of ways children show anger, based on their own perceptions of the world, and how they make sense of what is happening to them. Specific skills to move children through their anger toward understanding their choices and seeking effective alternatives will be presented.

Length: Two days
Date(s): **November 2-3**
Fee: \$185
Instructor(s): Kelly Kennedy

Enhancing School Safety (#CY160)

Schools in BC are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific strategies to inter-

vene and prevent further violence. Content will cover: conducting school-based safety audits, crisis management planning and implementation, verbal skills to defuse potentially violent situations, and intervention strategies following a violent event. This course is well suited for "team registrations" made up of teachers, support staff, and administrative personnel.

Length: Two days

Dates: **November 3-4**

Fee: \$150

Instructor(s): Mark LaLonde and Terry Waterhouse

Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150)

New three day format.

Escalating verbal abuse and physical violence among youth is becoming an increasing concern. Without the skills to respond to conflict or confrontation constructively, young people often see submission or aggression as their only alternatives. This course will demonstrate how assertion skills can empower youth to stand up to peer intimidation, put-downs, and bullying behaviour in non-violent ways. When young people learn to speak up and set limits they experience increased self-esteem and create a climate for more respectful communication and constructive problem solving. Participants will observe and practise ways to teach young people assertion skills. (An elective in the Conflict Resolution Certificate Program and the Youth in Conflict Skills Development Series.)

Length: Three days

Date(s): **December 5-7**

Fee: \$225

Instructor(s): Paula Temrick

Intervening with Assaultive, Intoxicated, or Substance Abusing Adolescents (#CY142)

This course is for front line workers in a variety of settings who have to manage verbally or physically aggressive adolescents who may also be misusing alcohol and/or other drugs. Day one will identify potentially violent or out-of-control behaviour, and will demonstrate verbal and non-verbal techniques to defuse or alleviate assaultive or threatening behaviour. Day two will focus on safe, non-violent, physical intervention, including the use of restraints, that may be used with aggressive or acting out youth. Please wear comfortable clothing on the second day.

Length: Two days

Date(s): **December 12-13**

Fee: \$175

Instructor(s): Mario Govorchin



Breaking Up Fights (#CY161)

This course is designed for child and youth care workers, educators, and other practitioners who work with young people in community or residential-based settings and are required to intervene when a fight has occurred or is occurring. Content will cover how to safely address the two young people, intervention and postvention strategies to reduce the possibility of the fight happening again, and methods to introduce the young people to alternative methods to resolve conflicts. Participants will also have an opportunity to explore their own organizational policies and procedures regarding staff intervention – and in particular the use of restraint techniques – and to observe and practise specific staff debriefing techniques.

Length: Two days

Date(s): **December 14-15**

Fee: \$195

Instructor(s): Mario Govorchin and Kelly Kennedy

Instructors:

Mario Govorchin is an adolescent psychiatric worker and a former instructor with the Crisis Prevention Institute in Minnesota.

Larry Green, M.A., is a counsellor and trainer in private practice.

Kelly Kennedy is a counsellor, mediator, and trainer in private practice focusing on children, family, and the community.

Mark LaLonde is a former police school liaison officer who is now a staff member at the Justice Institute. Mark has extensive experience in school safety issues and has worked with a variety of communities in the prevention of peer youth violence.

Sieglinde Malmberg is the owner of Humanitas Services, a Vancouver-based human resource management consulting firm. She has over 20 years of experience assisting public and private sector organizations to solve challenging human resource problems. Her familiarity with a variety of organizations gives her the ability to make real-life, practical suggestions and draw on a wide range of examples to illustrate points.

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 15 years, is president of the Child and Youth Care Association of BC, and operates a special care home.

Scott Robertson, M.S.W., I.C.A.D.C. is a private practitioner, facilitator and trainer with extensive experience working in the areas of child welfare, mental health, health care, addictions, HIV/AIDS, and community-based, non-profit service delivery.

Paula Temrick is a human relations consultant, counsellor, and mediator/facilitator in private practice. She provides training and consulting services for educators, business, social service, and mental health professionals, and has extensive experience with the Ministry of Social Services as a child care worker and counsellor in sexual abuse and family violence.

Debbie Verkerk, B.A., is a consultant and trainer with 13 years' experience with adolescents in residential and school settings with a focus on positive peer culture. She is the Chairperson, Advisors Committee, School of Child Care, Douglas College, and former program co-ordinator, Avalon School.

Terry Waterhouse is a former school teacher who is now a police officer. Terry has spent the past four years as a Police School Liaison Officer and has worked closely with school boards in the development of staff training programs focused on safety issues.

Courses Around BC

Northern BC

Preventing Peer Youth Violence (#CY159)

Length: Three days

Date(s): TBA*

Location: TBA*

*For dates and location, contact Mark LaLonde at 222-7113.

Nanaimo

Preventing Peer Youth Violence (#CY159)

Length: Three days

Date(s): November 14-16

Location: Curriculum Resource Centre, Nanaimo School Board

Child Sexual Abuse

Unless otherwise indicated, Child Sexual Abuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Child Sexual Abuse Intervention: A Certificate Program for Practitioners (Series #CSA105)

This certificate program is designed for practitioners currently providing treatment for sexually abused children and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a résumé describing their relevant work experience, past training in the field, and academic background. Registrants who successfully complete the program requirements receive a certificate of achievement. Call 604/222-7251 for a detailed brochure.

Children and Youth Option (#CSA105A)

Length: 14 days

Next Offering: February 3, 4, 17, 18; March 3, 4, 17, 18, 31; April 1, 21, 22; May 5-6, 1995

Fee: \$735 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Length: 12 days

Date(s): March 10 - May 6, 1995 (Fridays and Saturdays on alternate weeks) with the last sessions on May 12-13, 1995

Fee: \$700 (upon acceptance applicants must pay a deposit of \$100)

Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

This certificate program training is directed toward experienced clinicians working with adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with adult survivors. Specific attention will be paid to socio-cultural, gender, and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program. Call 604/222-7251 for a detailed brochure.

Length: 11 days

Date(s): October 6-8, October 14-15, November 4-5, November 18-19 and December 2-3

Fee: \$750

Child Sexual Abuse Support Worker Training Programs

These programs are directed toward front line and other staff who work in a support capacity with children who have been sexually abused, their family members, and adults who were sexually abused in childhood. The program offers two options: *Supporting Child and Youth Survivors* and *Supporting Adult Survivors*. A certificate of achievement will be available to registrants who successfully complete the program requirements in their chosen option. For a detailed brochure, call 604/222-7251.

Supporting Child and Youth Survivors (#CSA134)

This six-day program will explore the needs of sexually abused children and non-offending family members. The stages that sexually abused children and their families go through after disclosure, and the corresponding support needs at each stage, will be examined, and the systems that children and families encounter, including treatment resources and the court system, will be highlighted. Opportunities for skill development and practise in supportive interventions and effective advocacy on behalf of children and youth who have been sexually abused, and non-offending family members, will be provided through experiential exercises and roleplays.

Length: Six days
Date(s): **October 27-29 and November 3-5**
Fee: \$325

Supporting Adult Survivors (#CSA134A)

This six-day program will explore the impact of child sexual abuse on the adult survivor, provide an overview of the coping mechanisms of survivors, examine common crises that may prompt the survivor to seek help, and discuss a range of relevant treatment models. Participants will define an appropriate role of the support worker in working with the survivor in the context of the larger treatment system, and will have opportunities to develop and practise skills in supportive interventions and effective advocacy within an empowerment framework. Current issues and practice challenges for the support worker will be highlighted and addressed.

Length: Six days
Date(s): **December 8-10 and December 15-17**
Fee: \$325

Abuse Within a Malevolent Context: Identifying and Intervening in Severe Intra-Familial Abuse (#CSA144)

Special one-time program. For description, see page 14.

Length: One day
Date(s): **September 23**
Fee: \$100 for the full day; \$60 for the plenary event (morning only)
Instructor(s): Denise Gelinis, Ph.D.

Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146)

Co-sponsored with SPAN (Service Providers Adult/Advocacy Network) and VOICES for Survivors Support Society

Special one-time program. For description, see page 14.

Length: Two days or two and one-half days (workshop and the half-day network meeting)
Date(s): **October 20 pm** (SPAN network meeting), **October 21-22** (workshop)
Fee: \$210 Full program (SPAN network meeting and two-day workshop) (#CSA146); \$195 Two-day workshop (#CSA146A)
Instructor(s): Christine Courtois, Ph.D.

Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)

Increasingly, counsellors and therapists working in the field of child sexual abuse intervention find themselves involved with the justice system. Counsellors working with children or families who are involved in criminal proceedings face the challenge of trying to find interventions that offer the necessary support to their clients while at the same time not interfering with the proceedings. They also face the possibility of being called as a witness. Recent Charter decisions requiring that Crown counsel disclose all of their documentation to defense counsel have resulted in counsellors and therapists being placed in a position of releasing their case notes and files to the court. In civil actions, practitioners working with adult survivors also face the possibility of being called upon to testify in court, having their case files and notes subpoenaed, or being sued by the alleged offender.

This new course is directed toward counsellors and therapists working with child, adolescent, or adult survivors of child sexual abuse who may find themselves involved in the justice system. On days one and two, participants will examine the practices and procedures involved in civil, family, and criminal court proceedings; review relevant statutes and rules of evidence; explore critical issues surrounding the provision of support or therapeutic intervention with clients within the context of their legal proceedings; and discuss the limits or constraints on confidentiality and the client/practitioner relationship. Issues related to practitioner record-keeping and documentation,

including a step-by-step plan for responding to subpoenas, will be included. On day three, participants will have the opportunity to increase their familiarity and comfort with court procedures through observing or participating in a mock trial.

Length: Three days

Date(s): **December 15-17**

Fee: \$250

Instructor(s): Margaret Jones-Callahan, M.A., Maureen McEvoy, M.A., others TBA.

Working with the Male Survivor of Sexual Abuse (#CSA131)

This course is directed toward professionals working in various therapeutic settings with adult male survivors of child sexual abuse. It will be of particular interest to those working with men who have substance abuse problems, or who have been physically and emotionally abusive, where sexual abuse may be the underlying issue. Course content will examine male gender role socialization and its connection to sexual abuse and the victim/offender cycle; explore physical, psychological, and behavioural symptoms experienced by male victims; establish principles; and highlight treatment approaches for individual and group treatment.

Length: Two days

Date(s): **December 8-9**

Fee: \$175

Instructor(s): Earl Goldstein, M.S.W.

Instructors:

Christine Courtois, Ph.D. Dr. Courtois is a counselling psychologist in private practice in Washington, D.C. She is the author of *Healing the Incest Wound: Adult Survivors in Therapy*. As well, Dr. Courtois is the Clinical Director at the Center for Abuse Recovery and Empowerment, in Washington, and an Assistant Clinical Professor of Psychology at George Washington University.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with 20 years of clinical experience with children, adults, and families. She has particular expertise in sexual abuse treatment, grief and trauma, human sexuality, creativity, and the expressive arts and Buddhist psychology. She has served as an expert witness in child sexual abuse cases in both criminal and family court; and has served as a consultant and trainer in the area of sexual abuse treatment for agencies across Canada and the western United States. Her work has always had a dual focus, combining issues of trauma and healthy development into one perspective.

Denise Gelinis, Ph.D. Dr. Gelinis is a lecturer in the Department of Psychiatry, Harvard Medical School, and a member of the Affiliated Professional Staff of the Bay-state Medical Centre in Springfield, Massachusetts. She was a founding member of the Massachusetts Sexual Abuse Intervention Network, a multi-disciplinary evalu-



ation team that co-ordinates criminal justice, medical, psychological, and protective responses to children who have been sexually abused. Dr. Gelinis is currently working with survivors of very severe early abuse, particularly those with dissociative disorders. She has recently authored two articles on abuse within a malevolent context.

Maureen McEvoy, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

Earl Goldstein, M.S.W., is a clinical and social worker in private practice with experience in both hospital and community settings.

Computer

The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wishes to develop computer operating skills. Class size will be limited to eight to allow individualized instruction. Each participant will have an individual work station equipped with a COMPAQ 486 with a colour monitor. Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

*Courses marked with an asterisk may be taken as electives for the Management Development for Residential Settings Certificate Program.

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions and will learn to create directories, subdirectories, and batch files, and how to format disks and manage files.

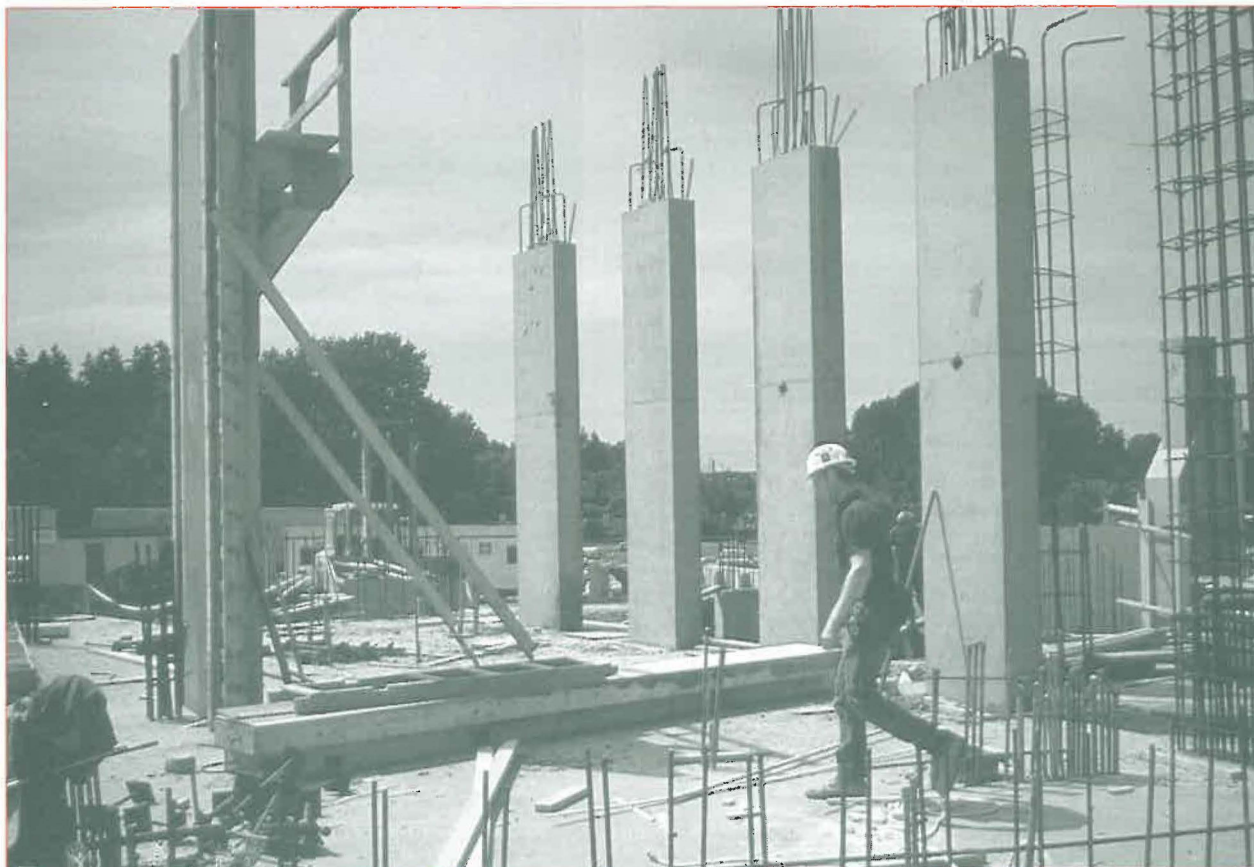
Prerequisite(s): Basic keyboarding skills.

Length: Two full days

Date(s): **September 15-16** (Thursday and Friday)
October 31-November 1 (Monday and Tuesday)

Time: 9:00 am - 4:00 pm

Fee: \$225



WordPerfect 5.1 (for DOS) Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the course, participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days
 Date(s): **September 21-22** (Wednesday and Thursday)
November 2-3 (Wednesday and Thursday)
 Time: 9:00 am - 4:00 pm
 Fee: \$225

WordPerfect 5.1 (for DOS) Level II (#CORR407)

WordPerfect advanced functions will be covered in this course. Participants will learn to do keyboard merging, tables, and columns; how to import data from other programs; and additional formatting techniques. The course will include an introduction to macros. **Prerequisite(s):** WP 5.1 Level I.

Length: Two full days
 Date(s): **October 3-4** (Monday and Tuesday)
November 23-24 (Wednesday and Thursday)
 Time: 9:00 am - 4:00 pm
 Fee: \$225

WordPerfect 5.1 (for DOS) Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1; will be able to use various merge features, macros, styles, and graphics; and will learn handy tips and tricks. **Prerequisite(s):** WP 5.1 Levels I and II.

Length: Two full days
 Date(s): **November 29-30** (Tuesday and Wednesday)
 Time: 9:00 am - 4:00 pm
 Fee: \$225

WordPerfect Tips, Tricks and Traps (#CORR409)

Participants will perfect their "working knowledge" of WordPerfect by taking advantage of the many features this program offers which are often lost in the process of acquiring the basic skills. **Prerequisite(s):** Currently using WordPerfect.

Length: One full day
 Date(s): **October 27** (Thursday)
 Time: 9:00 am - 4:00 pm
 Fee: \$135

Introduction to Windows (#CORR405)

This course introduces the graphics environment for file, disk, and program management. Participants will use the mouse to select icons to perform tasks instead of typing DOS commands. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day
Date(s): **September 6** (Tuesday)
September 26 (Monday)
October 11 (Tuesday)
November 7 (Monday)
Time: 9:00 am - 4:00 pm
Fee: \$135

WordPerfect 5.2 Level I for Windows (#CORR401)

This course is for new users and covers the basic functions of WordPerfect 5.2 for Windows. Participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **September 7-8** (Wednesday and Thursday)
October 12-13 (Wednesday and Thursday)
November 8-9 (Tuesday and Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$225

WordPerfect 5.2 Level II for Windows (#CORR417)

The more advanced functions will be covered in this course. Participants will learn the merge process, graphics, tables, and columns. There will also be an introduction to macros. **Prerequisite(s):** WP 5.2 for Windows Level I.

Length: Two full days
Date(s): **October 5-6** (Wednesday and Thursday)
November 21-22 (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$225

Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)

This latest version of WordPerfect looks like a Windows program but it isn't. Experienced users can still use their function-key skills but will also learn to use the mouse and the drop-menu feature, learn to identify the icons, and learn such basics as how to create documents, save and retrieve, print, enhance text, search and replace, etc. **Prerequisite(s):** Knowledge of WordPerfect 5.1.

Length: One full day
Date(s): **September 29** (Thursday)
October 26 (Wednesday)
November 17 (Thursday)

Time: 9:00 am - 4:00 pm
Fee: \$135

NEW

Word for Windows Level I (#CORR419)

This course covers the basic functions of Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open, print and format text, set up columns and tables, create headers, footers, and page numbers. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **September 27-28** (Tuesday and Wednesday)
November 14-15 (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$225

NEW

Upgrade to Word for Windows (#CORR420)

This course is designed for experienced users in word processing who are switching to Word for Windows. On completion of the course participants will be able to create and edit documents, save and open, print and format text, set up tables and columns, create headers, footers, and page numbers. **Prerequisite(s):** Introduction to Windows, experience in word processing.

Length: One full day
Date(s): **September 19** (Monday)
October 24 (Monday)
November 28 (Monday)
Time: 9:00 am - 4:00 pm
Fee: \$135

NEW

Introduction to Excel (#CORR421)

Participants will enjoy this user friendly spreadsheet program. The basic functions such as create and edit worksheets, enter data and formulas, save, open, and print worksheets will be covered. **Prerequisite(s):** Introduction to Windows.

Length: One full day
Date(s): **September 20** (Tuesday)
October 25 (Tuesday)
November 16 (Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$135



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Conferences/ Special Events

Children and Youth Care Forums

Dr. Penny Parry, Vancouver Children's Advocate will facilitate the last two in a series of four forums to be held at the Justice Institute to discuss topical issues related to children and youth. The third forum will feature a panel of guest speakers who will discuss practical strategies for children and youth care workers to respond to violence in the lives of children and youth. The fourth forum will respond to inclusion issues for children and youth. Dr. Parry will use the resiliency model as the framework for these forums. The forum format will provide opportunities for question and answer sessions with the panel. These sessions are open to frontline practitioners in childcare, education, health, social services, fostercare, parks and recreation, and others involved in directly serving children, youth, and their families.

Forum #3 - Violence in the Lives of Youth and Violence in the Lives of Children

Date(s): **September 22**

Youth Session - 9:00 am to 12:00 pm

Children's Session - 1:00 pm to 4:00 pm

Forum #4 - Inclusion Issues re: Children and Youth

Date(s): **November 23**, 9:00 am to 12:00 pm

Location: Blake Hall Theatre, Justice Institute of BC,
4180 West 4th Avenue, Vancouver, BC

Fee: *Free Admission

* Please register through the Vancouver Social Planning Department at 604/873-7487. Registration will be on a first come, first-served basis so register early.

Abuse Within a Malevolent Context: Identifying and Intervening in Severe Intra-Familial Abuse (#CSA144)

Active malevolence is often a feature in extremely abusive families. Frequently, one child becomes targeted, and as a result, experiences severe psychological harm. Yet these malevolent behaviours may be extremely difficult to recognize, investigate, or intervene in because the behaviours may be well hidden by individual family members.

The morning plenary is directed toward social workers and mental health practitioners, police officers, and crown counsel involved in identifying, investigating, and prosecuting severe abuse cases. Malevolent intent will be defined and the structure and characteristics of these families will be explored. The impact on the targeted child, in particular, the child's use of dissociation as a defense against the abuse, will be examined.

The afternoon session is directed toward social workers, school counsellors, and therapists who work with and treat children who have experienced severe abuse. The impact of the family dynamics on the assessment and treatment process will be addressed, as will guidelines for

selecting or avoiding particular interventions. Issues of power, loyalty, control, coercion, and attachment will be discussed within the context of specific interventions. For further information or to receive a detailed brochure call 604/222-7251.

Length: One day

Date(s): **September 23**

Fee: \$100 for the full day; \$60 for the plenary event (morning only)

Instructor(s): Denise Gelinas, Ph.D. Dr. Gelinas is a lecturer in the Department of Psychiatry, Harvard Medical School, and a member of the Affiliated Professional Staff of the Baystate Medical Centre in Springfield, Massachusetts. She was a founding member of the Massachusetts Sexual Abuse Intervention Network, a multi-disciplinary evaluation team that co-ordinates criminal justice, medical, psychological, and protective responses to children who have been sexually abused. Dr. Gelinas is currently working with survivors of very severe early abuse, particularly those with dissociative disorders. She has recently authored two articles on abuse within a malevolent context.

Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146)

It is increasingly recognized that severe child abuse and incest may produce complex dissociative and post-traumatic reactions. This special training event, directed toward experienced therapists and counsellors working in clinical settings with adult survivors, will focus on identifying, assessing, and treating clients with severe abuse reactions. On day one, participants will define treatment philosophies, consider sequencing strategies, and examine intervention approaches for ego-enhancement and improvement or maintenance of client functioning. On day two, participants will explore a range of treatment options involving different lengths and intensities. Challenging issues faced by therapists related to dissociated or repressed memory will be examined and strategies for working with "open versus disguised" presentation of clients' sexual abuse histories will be explored. The impact of working with this client group, transference and counter-transference issues, and strategies for self care will also be addressed.

This two-day event will be preceded by a half-day SPAN networking meeting. For further information or to receive a detailed brochure call (604) 222-7251.

Date(s): **October 20 pm** (SPAN network meeting),
October 21-22 (workshop)

Fee: \$210 (SPAN network meeting and two-day workshop) (#CSA146); \$195 Two-day workshop only (#CSA146A)

Instructor(s): Christine Courtois, Ph.D. Dr. Courtois is a counselling psychologist in private practice in Washington, D.C. She is the author of *Healing the Incest Wound: Adult Survivors in Therapy*. As well, Dr. Courtois is the Clinical Director at the Center for Abuse Recovery and Empowerment, in Washington, and an Assistant Clinical Professor of Psychology at George Washington University.

Stopping the Violence: Changing Families, Changing Futures

This conference will showcase recent research and innovative programming across Canada. The focus will be on treatment strategies, eliminating and preventing family violence, and strengthening the family's abilities to meet its own needs. Presentations will address cultural diversity and non-traditional family structures. Hosted by the BC Institute on Family Violence. Co-sponsors include: BC Council on the Family, Justice Institute of BC, Ministry of Social Services, and Registered Nurses Association of BC.
Date(s): **November 16-19**
Fee: \$195.00 + gst/pst

For further information, please contact: BC Institute on Family Violence, 669-7055.

Violence Against Women in Relationships - Core Training

This introductory course is for frontline staff who work with women or children who have experienced violence in their families. Participants will examine the nature and dynamics of violence against women; explore the social and historical factors that have contributed to this violence; and practise specific skills to identify women in need of support, offer immediate crisis intervention, and assist in developing an appropriate safety plan. Specific strategies to enhance interagency co-operation will be included. This course will also be helpful to agency staff who are responsible for providing training on the topic of violence against women.

For further information or to receive a detailed course brochure, contact 222-7295. This course is offered with assistance from the Ministry of Skills, Training and Labour.

Workplace Stress and Trauma: Sources, Symptoms and Solutions

This two-day interdisciplinary conference will explore new and emerging trends in the areas of workplace trauma and stress by focusing on critical incident stress and peer debriefing, accumulated workplace trauma and/or compassion fatigue, and ongoing organizational or environmental issues that contribute to stress in the workplace. The conference will present new skills to intervene and support colleagues experiencing critical incident stress or accumulated workplace stress, and will create a forum for new ideas and outlooks regarding workplace stress and trauma to be explored, discussed, and debated. A detailed conference brochure will be available in October, 1994. (An elective in the Management Development for Residential Settings Certificate Program.)

Date(s): **February 23-25, 1995**
Location: Coast Plaza Hotel, Vancouver
Fee: \$195

Conflict Resolution

The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict.

To complete the certificate program, participants attend 210 hours of core and elective courses and complete competency assessments in both mediation and negotiation skills. It is recommended that students complete the program over a two year period of time to allow for sufficient integration. Students interested in pursuing the certificate are encouraged to begin their studies with course #CR100 or #CR763. Those who have had no previous training in this field would benefit from taking Critical Skills for Communicating in Conflict (#CR735) prior to Dealing with Interpersonal Conflict (#CR100) or Resolving Conflict in the Workplace (#CR763). For further details, call 604/222-7287.

Courses in the program are highly experiential and require participation in skill practice exercises and role play. All students are expected to participate actively and are invited to bring a VHS videotape to record their simulations in all core courses. To receive credit for the program participants must attend each course in its entirety. Please enrol early since many courses fill far in advance.

Course Times and Locations

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. Classes will be in session from 9:00 am to 5:00 pm. Parking is free at the Justice Institute. Course materials and refreshments are included.

It may sometimes be necessary to substitute a different instructor for the courses listed below. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified at least one week in advance of changes in course location.

*Courses marked with an asterisk may be taken as electives in the Management Development for Residential Settings Certificate Program.

Instructors

Most courses at the Centre are delivered by:

Michael Altshuler, J.D., M.S., mediator and counsellor in private practice
Elizabeth Azmier-Stewart, mediator and trainer in private practice
Randy Boychuck, M.A., counsellor and trainer in private practice
Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family and organizational conflicts
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, J.D., M.Ed. (counselling); mediator, facilitator, and adult educator/trainer in private practice specializing in commercial and family disputes, organizational conflict, and change.

Mario Govorchin, trainer, organizational development consultant, and mediator in private practice
 Karen Haddigan, trainer, facilitator, and mediator in private practice
 Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry
 Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice
 Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes
 Nym Hughes, facilitator and mediator in private practice, and trainer in adult special education
 Nancy McPhee, consultant and trainer in private practice
 Ron Monk, trainer and mediator in private practice
 Michael Raynolds, trainer and mediator in private practice
 Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice
 Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building
 Jim Toogood, Mediator, arbitrator and trainer in private practice
 Deborah White, M.A., ABS, organization development consultant and trainer in private practice
 Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant

Other resource people with complementary expertise and specializations are also involved.

Coaches (in the Lower Mainland)

Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Marion Dyck, Gary Fitzpatrick, Maureen Hannah, Gary Harper, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckcock, Laurie McGillivray, Christine Newton, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacquie Waechter, Susan Yerxa.

Core Courses

Dealing with Interpersonal Conflict (#CR100)*

This course explores the sources and implications of interpersonal conflict within various contexts. Participants will have an opportunity to assess their current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger, and problem solving will include specific concepts, skills, and techniques useful in the resolution of interpersonal conflicts. Emphasis will be on skill development through structured practice and role play simulations. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)
 Date(s): **September 14-16**, Ron Monk
September 22-24, Kelly Henderson

October 3-5, Wendy Hilliard
October 18-20, Randy Boychuck
October 22, 29 & November 5, Nym Hughes
November 14-16, Dale Zaiser
November 29-December 1, Mike Altshuler
December 5-7, Stacey Holloway
September 29-October 1, at New Westminster Community Education, 1001 West Columbia Square, New Westminster, Michael Altshuler

Time: 9:00 am - 5:00 pm
 Fee: \$250

Resolving Conflict in the Workplace (#CR763)*

This course is equivalent to Dealing with Interpersonal Conflict, but has additional information and focus on organizational issues. The course will explore the dynamics of conflict both generally and within the work environment. Emphasis will be on participants' own conflict styles at work, effective confrontation, and collaborative problem solving. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. **This course may be taken in place of #CR100 and as a prerequisite for all other core courses.**

Length: Three days (21 hours)
 Date(s): **September 20-22**, Nancy McPhee
November 8-10, Marje Burdine
 Time: 9:00 am - 5:00 pm
 Fee: \$250

Dealing with Anger (#CR200)*

Angry, hostile, or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques, and approaches for effectively managing angry feelings and behaviour, including confronting, defusing, and disengaging in angry conflict situations, and moving through anger to constructive problem solving. Emphasis will be on skill development through small group and individual exercises. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), or by permission of the Coordinator.

Length: Three days (21 hours)
 Date(s): **October 12-14**, Michael Fogel
November 1-3, Mario Govorchin
November 16-18, Stacey Holloway
November 23-25, Randy Boychuck
October 27-29, at New Westminster Community Education, 1001 West Columbia Square, New Westminster, Elizabeth Azmier-Stewart
 Time: 9:00 am - 5:00 pm
 Fee: \$250

Mediation Skills, Level I (#CR300)*

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools, and families. This course introduces the concepts, skills, and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediation. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **October 4-6**, Mike Altshuler
November 7-9, Mike Altshuler
November 19, 26 & December 3, Nym Hughes
November 30-December 2, Ron Monk
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level II (#CR400)

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques, and theory include power-balancing, dealing with resistance and dysfunctional behaviour, mediator interventions and styles, and legal and ethical issues. Skill practice sessions are facilitated by trained coaches. **Prerequisite(s):** at least four other courses in the Certificate Program, including Mediation Skills, Level I (#CR300), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **September 14-16, 19-20**, Marje Burdine
October 17-21, Stacey Holloway
November 24-25, 28-30, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$425

Negotiation Skills, Level I (#CR500)*

Negotiation skills are essential in daily interactions with others to assist individuals in getting what they need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory, and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **October 5-7**, Dale Zaiser
October 15, 22 & 29, Nancy McPhee
November 2-4, Stacey Holloway
November 22-24, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$250

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses, and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** at least four other courses in the Certificate Program, including Negotiation Skills, Level I (#CR500), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **September 22-23, 26-28**, Deborah White
October 27-28, 31-November 2, Dale Zaiser
December 5-9, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$425

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Date(s): **October 19-November 1**
December 5-9
Fee: \$150 per assessment
Instructor(s): Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.
Note: The deadline for registering for the October/November assessments is October 5, 1994, and the deadline for registering for the December 5-9 assessments is November 21, 1994. We cannot make exceptions for requests after these dates.

Electives

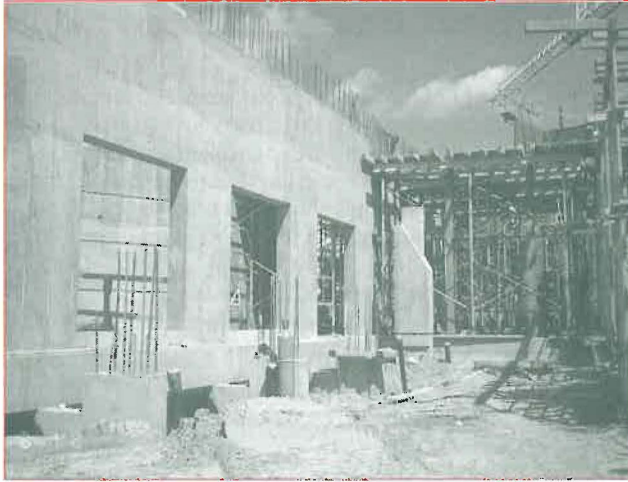
Listed alphabetically by title.

NEW

Agreement Building (#CR810)

Written agreements are an important way to solidify progress made in a negotiation. The intent of this course is to provide participants with experiential Stage 4 practice and to explore integrative solutions. Participants will have an opportunity to assess the plan's 'fit' with both parties' interests, remain interest-based to the completion of the negotiation, and build in follow-up to agreements. **Prerequisite(s):** Negotiation Skills Level I and II (CR500 and CR600).

Length: One day (7 hours)
Date(s): **December 2**, Dale Zaiser
Times: 9:00 am - 5:00 pm
Fee: \$90



Asserting Yourself Under Pressure (#CR702)*

This course is for people who are usually assertive but who either over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings, and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, even though strong feelings are involved.

Length: Two days (14 hours)
 Date(s): **October 3-4**, Mario Govorchin
October 27-28, Randy Boychuck
November 21-22, Randy Boychuck
December 1-2, at New Westminster Community Education, 1001 West Columbia Square, New Westminster, Nancy McPhee
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)*

Conflict in organizations takes many forms. This course focuses on the difficulties that arise because of differences between the needs of the individual and those of the organization. What prevents an organization from working well for its people? What are the impacts of management style and organizational culture? What are our deep-rooted assumptions about the nature of our organizations and our work? From these questions, the focus will shift to a review of some alternative forms of organizations and strategies for their development. The objectives of this course are to increase the understanding of organizational conflict and to provide options that participants may then apply in their own situations.

Length: Two days (14 hours)
 Date(s): **November 7-8**, Mike Talbot
 Time: 9:00 am - 5:00 pm
 Fee: \$185
 Instructor(s): Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

Critical Skills for Communicating in Conflict (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills; it should be taken prior to Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100). The course will focus intensively on the micro-skills essential to effective mediating, negotiating, or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills will include: non-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)
 Date(s): **September 12-13**, Dale Zaiser
September 17 & 24, Nym Hughes
October 11-12, Mario Govorchin
November 9-10, Wendy Hilliard
November 24-25, Kelly Henderson
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Criticism: How to Give and Receive It (#CR706)*

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s)**: Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)
 Date(s): **October 13-14**, Deborah White
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Influencing Decision-Making and Change (#MGMT210)

For course description, see the Management category.

Length: Two days (14 hours)
 Date(s): **October 20-21**, Michael Fogel
 Time: 9:00 am - 5:00 pm
 Fee: \$175.

Making it Hard to Say No — Negotiating with Difficult People (#CR767)*

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when applying this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This course focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No - Negotiation with Difficult People*, and will develop skills to overcome the obstacles to successful negotiation. **Prerequisite(s):** Two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
Date(s): **October 6-7**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Managing Employee Disputes (#CR703)*

This course prepares managers and supervisors to deal with the inevitable conflicts that arise in the workplace. Often, employees lack the skills to resolve them on their own and managers find themselves in the uncomfortable position of having to act as referee. This course will present essential conflict resolution skills for managers, including: facilitating, mediating, and clarifying expectations and consequences. **Prerequisite(s):** Dealing With Interpersonal Conflict (#CR100).

Length: Two days (14 hours)
Date(s): **November 28-29**, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$185

Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)*

As well as hearing another's point of view, successful conflict resolution and negotiation require clear disclosure of our own perceptions, assumptions, and interests. Without our self-disclosure, the other party is likely to become suspicious, aggressive, defensive, or withdrawn. Many people are reluctant to express their own interests, however, for fear of appearing too open or naive. The result is that their interests may not receive fair consideration. This course gives participants skills and practice in identifying and articulating their interests; describing situations and circumstances objectively and clearly; and expressing outcomes in assertive, non-blaming ways. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100) and one other core course.

Length: One day (7 hours)
Date(s): **September 30**, Jill Schroder
Time: 9:00 am - 5:00 pm
Fee: \$90

NEW

Self-Management (#CR811)

Our best intentions to resolve conflict sometimes suffer because we get caught in our own emotional responses. Even before we begin to manage another's behaviour, it is necessary to manage ourselves. This course is designed to isolate and identify our pattern(s) of response in conflict and tense negotiation situations. A variety of self-management mechanisms will be explored. Participants will have an opportunity to apply some of these mechanisms and choose ones that are personally relevant so that their interactions with others become more effective.

Length: One day (7 hours)
Date(s): **October 5**, Ron Monk
Time: 9:00 am - 5:00 pm
Fee: \$90

Shifting from Positions to Interests (#CR748)

Whether in the context of negotiation, mediation, or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns, and fears which support the opposing positions. This skill-building course is designed to assist participants to reach positive outcomes through a deeper exploration of positions, interests, and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices. **Prerequisite(s):** two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
Date(s): **October 4-5**, Arthur Ridgeway
November 1-2, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Unfinished Business (#CR768)*

Unspoken or withheld feelings of anger, hurt, mistrust, and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks, and outbursts are symptomatic of unfinished business which clouds the present issues. Judgments prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgments need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course will focus on developing skills for getting past unfinished business by clearing judgments, acknowledging hurt, reducing defensiveness, and working toward a trusting relationship. This course will focus on personal and work-related conflicts. **Prerequisite(s):** Two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
Date(s): **November 3-4**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Proficiency Courses

The following courses are strongly recommended to students who want the opportunity to build their skills. The Use-It-Or-Lose-It Clinics can be taken at any time after the completion of at least two core courses. These courses are not part of the required 210 hours of the Conflict Resolution Certificate Program.

Mediation Competency: Assessment Preparation (#CR801)

This course provides participants with a comprehensive analysis of their mediation work through the review of scripted segments of videotaped role play and responds to questions regarding assessments. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. Before coming to the assessment preparation day, participants will transcribe a ten minute segment of their Mediation Skills, Level II (#CR400) tape. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your

Mediation II role play tape. There is no instructional component to this course. It is strongly recommended for those who have taken Mediation Skills, Level II, and wish to proceed to the Mediation Assessment with a clearer focus of where their work needs to be strengthened. Participants will be in groups no larger than four per group. **Prerequisite(s):** Mediation Skills, Level II (#CR400).

Date(s): **October 3 & 7**, Jim Toogood
November 17 & 21, Jill Schroder
Time: 9:00 am - 5:00 pm
Fee: \$150

Negotiation Competency: Assessment Preparation (#CR803)

This course provides participants with a comprehensive analysis of their negotiation work through the review of scripted segments of videotaped role play and responds to questions regarding assessments. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. Before coming to the assessment preparation day, participants will have transcribed a ten minute segment of their Negotiation Skills, Level II (#CR600) tape. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your role play tape. There is no instructional component to this course. It is strongly recommended for those who have taken Negotiation Skills, Level II, and wish to



proceed to the Negotiation Assessment with a clearer focus of where their work needs to be strengthened. Participants will be in groups no larger than four per group. **Prerequisite(s):** Negotiation Skills, Level II (#CR600).

Date(s): **October 11 & 14**, Jill Schroder
November 23 & 28, Jim Toogood
Time: 9:00 am - 5:00 pm
Fee: \$150

Use-It-Or-Lose-It Clinic (#CR750)

This clinic provides more opportunity to practise skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the

focus for their own work, including interpersonal conflict resolution, negotiation, or mediation, as well as any specific skills or interventions such as probing, reframing, or shifting from positions to interests. Scenarios and worksheets will be available or students may bring their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. This session will also provide an opportunity to network with colleagues in the field. Please bring your own VHS videotape if you wish to record your work. **Prerequisite(s):** at least two core courses.

Date(s): **October 13**, Coaches in Program
Time: 9:00 am - 5:00 pm
Fee: \$75
Instructor(s): Coaches from the Centre for Conflict Resolution Training

Electives for Working with Groups

Group Dynamics (#CR804)

(formerly called 'Group Conflict Resolution')

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. We need to be aware of how groups function differently from two-party systems if we are to be effective group members or leaders. This course looks at group dynamics such as: group role functions and leadership, how team-building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviours, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, to make collaborative decisions, and resolve conflicts in groups. Participants will have a working knowledge of the conflict resolution model and a basic understanding of communication skills. **Prerequisite(s):** at least two core courses, or by permission of the Co-ordinator.

Length: Two days (14 hours)
Date(s): **October 25-26**, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Facilitating Multi-Party Disputes (#CR850)

Are you being challenged to adapt your Conflict Resolution skills to more complex, multi-party settings? This course will help you make that shift by: exploring and building skills in process design and agenda setting, moving from mediation to collaborative decision-making in groups, dealing with parties and their constituencies, facilitating where you are an interested party/stakeholder – the "Double Bind," examining how cultural considerations affect shared decision-making, managing the emotional climate in more complex

settings, coming to closure, and achieving settlement. **Prerequisite(s):** at least two core courses, or by permission of the Co-ordinator.

Length: Two days (14 hours)
Date(s): **November 14-15**, Sally Campbell
Time: 9:00 am - 5:00 pm
Fee: \$185

Building Consensus (#CR733)

In recent years, there has been an increasing trend in both business and the public sector to develop collaborative approaches to dispute resolution, including consensus building, team building, stakeholder participation, and public consultation. This shift toward group involvement in solving problems, setting policies, making decisions, and planning events has not always been successful. The process of consensus building has tremendous appeal and yet is difficult to implement. Its benefits include long-term effectiveness and a deeper and more pervasive commitment to the decisions reached and the actions required. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply the elements effectively. This course is designed to assist participants to understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, process and guidelines to follow while trying to reach a decision, and facilitation skills necessary for reaching consensus. **Prerequisite(s):** At least two core courses, or by permission of the Co-ordinator.

Length: Two days (14 hours)
Date(s): Next offered winter 1995
Time: 9:00 am - 5:00 pm
Fee: \$185

Mediation Electives

NEW

Managing the Emotional Climate (#CR806)

One of the crucial tasks of the mediator is working with the parties to maintain an environment in which they can effectively negotiate with one another. This "climate" is one in which the parties' feelings are respected and, at the same time, are managed so that their emotions do not become either self-destructive or a weapon against each other. Safeguarding this emotional balance is challenging and essential. Participants will have the opportunity to practise interventions that will enable them to help the parties to cope more constructively with their own emotions, to better understand one another's feelings and to maintain an environment in which the parties' emotions will contribute to the successful resolution of the conflict. **Prerequisite(s):** Mediation Skills Level I and II (CR300 and CR400).

Length: One day (7 hours)
Date(s): **December 7**, Michael Fogel
Time: 9:00 a.m. - 5:00 p.m.
Fee: \$90

Conciliation and Caucusing: Conducting Separate Meetings (#CR807)

Separate meetings with the parties in mediation may precede or take the place of joint sessions. They may occur as caucuses during the session, or as telephone conversations between sessions. These meetings and conversations are key components of the mediation process and present their own set of challenges. It is essential that the mediator conduct them in an efficient and productive manner while ensuring that his or her impartiality remains intact. In this course, participants will learn to recognize when, how, and under what circumstances it is appropriate to meet individually with the parties and will practise conciliation and caucusing methods in roleplay simulations with the assistance of skill coaches. **Prerequisite(s):** Mediation Skills Level I (CR300).

Length: Two days (14 hours)
Date(s): **December 8-9**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Mediating Custody and Access Issues (#CR809)

This course explores the dynamics of violence in families and identifies our own myths and biases. Participants will examine current research on violence against women, particularly as it pertains to long term effects on children. Use of screening tools in assessing for abuse in a relationship and its consequences for how we manage a case, particularly the appropriateness of mediation, will be discussed. Participants will discuss guidelines in making recommendations in custody and access reports, and will have an opportunity to practise the use of screening tools in roleplay simulations. This course will be of particular relevance to Family Court Counsellors and those mediating family separation disputes. **Prerequisite(s):** Mediation Skills Level I (CR300).

Length: Two days (14 hours)
Date(s): **October 12-13**, Daniel Hamoline
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Managing Power Imbalances (#CR808)

One of a mediator's key tasks is recognizing how power is distributed between the parties in a mediation session, and managing that power in a way that allows the parties to make the best use of the mediation process. Whether the case be family-based (e.g., parent/teen, child protection, divorce/separation), or in an organizational setting (e.g., workplace or sexual harassment), or whether or not a screening tool has been used, power issues will need to be addressed by the mediator. This course will examine indicators, causes, and treatments of power imbalances that occur in mediation. Through examination of videotapes, case scenarios and demonstrations, participants will learn strategies and techniques for balancing power, and will have opportunities for roleplay practise with skill coaches. **Prerequisite(s):** Mediation Skills Level I (CR300).

Length: Two days (14 hours)
Date(s): **October 14-15**, Daniel Hamoline
Time: 9:00 am - 5:00 pm
Fee: \$185

Daniel Hamoline, M.S.W., LL.B., is a family and divorce mediator, therapist, and family lawyer. He specializes in teaching and training in mediation and is a founding member of Fifth Avenue Counselling and Mediation in Saskatoon, Saskatchewan.

Conflict Resolution for Executives and Managers

Simon Fraser University/Justice Institute of British Columbia

Downtown Harbour Centre Campus

Conflict is a reality of our everyday work lives, and how we deal with this conflict has a direct impact on our professional relationships. Unresolved conflict at the workplace can result in added stress, a negative working environment, and lost productivity. Conflict is often viewed as negative, yet dealing effectively with conflict can actually build and stimulate enhanced working relationships.

Simon Fraser University and the Justice Institute of British Columbia are responding to the business community's increasing need for more effective strategies for resolving workplace conflict by presenting three courses at the convenient Downtown Harbour Centre location.

Getting Conflict Resolved

This one-day course will provide individuals who "take the lead" in their organizations the opportunity to examine the role conflict plays in their work environments and the effect it has on working relationships. Instead of allowing unresolved conflict to "go underground" thereby undermining organizational productivity and vitality, participants will work on ways of transforming this unresolved conflict into opportunities for making dynamic and productive workplace changes.

Date(s): **October 19**

Time: 9:00 am - 5:00 pm

Instructor(s): Michael Fogel specializes in mediation of organizational/workplace conflict, public policy disputes, and commercial litigation. He is a trainer/facilitator with organizations in strategic planning and restructuring, public participation processes, and community building; and in management training, including negotiation and anger management.

Resolving Conflict in the Workplace

This three-day course explores the dynamics of conflict both generally and in the work environment. Participants will have an opportunity to assess their current approaches to resolving conflicts and broaden their range of options. The topics of anger, power, and expecta-

tions will be explored, and specific concepts, skills, and techniques useful in the resolution of conflict will be presented within the framework of a four stage process. Emphasis will be on skill development through structured practice and role play simulations. This course will be of particular value to managers who wish to expand their leadership skills.

Date(s): **September 29-October 1**

Time: 9:00 am - 5:00 pm

Instructor(s): Karen Haddigan is a mediator, trainer, and facilitator specializing in group and organizational settings, including staff and management issues, and community and public policy disputes.

Influencing Decision-Making and Change

To create and effect change in their working environment or personal life, individuals must create an opportunity to present their ideas, generate interest in their ideas, and communicate persuasively the merit of their ideas. This two-day course will present skills and strategies that will enhance participants' abilities to understand their own style of influencing others and how different personalities can be influenced effectively. This course is designed for managers/executives in organizations where change is an ongoing process and an integral part of the workplace environment. It will also be useful for managers responsible for the implementation of structural change that periodically occurs in any organization.

Date(s): **November 17 - 18**

Time: 9:00 am - 5:00 pm

Instructor(s): Michael Fogel (see above)

For more information regarding these programs, call: **Continuing Studies, Simon Fraser University at Harbour Centre, Telephone 604/291-5078.** For further information regarding other Conflict Resolution courses or the Conflict Resolution Certificate Program, call: **Centre for Conflict Resolution Training, Justice Institute of British Columbia, Telephone 604/222-7156.**

Conflict Resolution Graduation Ceremony
September 29, 1994 7:30 pm

Courses Around BC

The following community colleges are co-sponsoring courses which are part of the Conflict Resolution Certificate Program with the Justice Institute. Contact your local college for more information about courses being held this term and to register (Note: Fees for the courses may vary from college to college).

Vancouver Island

Camosun College, Victoria
Information: 370-3153 / Registration: 592-1556

Comox Family Life Association, Courtenay
Information & Registration: 338-7575

Malaspina University College, Nanaimo
Information: 755-8775 / Registration: 755-8755

Campbell River School District #72
Information & Registration: 286-0651

Okanagan/Kootenays

Okanagan University College, Kelowna
Information: 762-5445 Local 4532 / Registration: 862-5480

Selkirk University, Castlegar
Information: 365-1261 / Registration: 365-1208

East Kootenay College, Cranbrook
Information: 489-2751 Local 242 / Registration: 489-2751
Local 237

Cariboo

College of New Caledonia, Prince George
Information: 562-2131 Local 202 / Registration: 561-5846

University College of the Cariboo, Williams Lake
Information: 392-8044 / Registration: 392-8010

Northern BC

Northern Lights College, Fort St. John
Information & Registration: 785-6981

For more information regarding the Conflict Resolution Certificate Program and/or any additional co-sponsored locations around BC, please contact the Centre for Conflict Resolution Training, telephone 604/222-7156.

Counselling

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Suicide Assessment and Intervention (#EP126)

Suicide threats or attempts raise the anxiety level of even the most experienced practitioner. This course is for counsellors, therapists, social workers, mental health staff, and other practitioners who wish to develop skills in identification, assessment, and appropriate intervention with this client group. Participants will review current research on assessment of suicidal people, explore an assessment framework which includes an overview of risk factors, and examine the needs of special populations that are considered at greater risk for suicide. Intervention and management strategies will be presented and opportunities for skill practice will be provided.

Length: Two days

Date(s): **October 3-4**

Fee: \$175

Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, R.C.C.

Grief and Bereavement (#EP155)

This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will explore the stages, symptoms, and experiences of normal bereavement; examine the dynamics and indicators of complicated grief, including traumatic death bereavement; discuss the responses of children and adults to death; and examine the goals and strategies of grief counselling. Particular attention will be paid to the differences between normal bereavement and suicide bereavement, common grief reactions among practitioners who have lost clients to suicide, and practical strategies to prevent and address practitioner burnout.

Length: Two days

Date(s): **November 9-10**

Fee: \$175

Instructor(s): Linda Rosenfeld and Elizabeth Fortes

Counselling Interventions for Panic Disorders and Panic States (#EP121)

Panic states and panic disorders frequently preclude people's ability to engage in day-to-day activities, leaving them isolated from the world around them. Often, the triggers for "panic attacks" are unknown to the individuals who experience them. This course is directed toward counsellors, therapists, and other mental health practitioners who work with clients who suffer from panic related symptoms and/or disorders. Participants will have the opportunity to develop a framework to understand the nature of panic and panic states and to differentiate between *acute panic*

and *chronic panic disorder syndrome*. Participants will consider the impact of panic on the life of their client and explore therapeutic responses to client panic, including creating therapeutic space, enabling clients to create an internal space between self and the panic, and reducing symptoms. Strategies to assist clients to use panic states and the eruption of panic as opportunities for healing, will be highlighted.

Length: Two days
Date(s): **November 29-30**
Fee: \$175
Instructor(s): Larry Green, M.A.

Identifying and Supporting Older Adults at Risk of Suicide (#EP109)

This course is directed toward front line staff, volunteers, and others who work in a support capacity with older adults. Participants will have the opportunity to develop a framework for understanding suicide in this population; consider personal and social attitudes towards aging; and explore key factors which may contribute to suicide risk, such as depression, isolation, and alcoholism. The role of the support worker in identifying and supporting the older adult at risk will be addressed. The special needs of the at-risk older adult will be discussed as they relate to the identification of appropriate referral resources in the community. This course was developed by Suicide Prevention Training Programs in Calgary under the auspices of the Canadian Mental Health Association.

Length: One day
Date(s): **December 5**
Fee: \$85
Instructor(s): Brenda Dafoe, M.Ed.

Family Issues

Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140)

This course is directed toward counsellors, family therapists, social workers, and other practitioners who are working with men who abuse their partners, and toward front line workers (such as police, probation officers, transition house workers, etc.) who have contact with assaulted women. Participants will have the opportunity to explore the "defensive themes" that men who assault their partners use to defend against awareness of their violence and responsibility for their use of power and control; consider and discuss their reactions, as workers, to these themes; and practise intervention strategies to address these defenses as they emerge. An overview of the components of effective treatment for assaultive men and an exploration of what women should know about men's treatment will be highlighted. The training video, *Defensive Themes*, written and produced by Dale Trimble, will be the foundation of this course.

Length: Three days
Date(s): **October 26-28**
Fee: \$225
Instructor(s): Dale Trimble, M.A.

Supporting Women in Difficult Relationships (#EP175)

This introductory course is directed toward front line workers and counsellors who work with women involved in difficult or abusive relationships. Participants will have the opportunity to develop a framework for understanding a woman's involvement in difficult relationships; explore issues related to women's socialization, self-esteem, and victimization; and examine the stages of "recovery." Factors that impede a worker's ability to intervene effectively with this client population, and key factors in establishing emotionally safe and supportive helping relationships, will be highlighted.

Length: Two days
Date(s): **November 4-5**
Fee: \$165
Instructor(s): Ronni Richards, M.A. and T.B.A.

Working with Families in Crisis (#CY121)

This course is directed toward counsellors, family support workers, social workers, and other front line staff working with families in crisis. Participants will have an opportunity to explore their personal attitudes, beliefs, and values about violence in families, child abuse, or other chronic crises; develop a framework for understanding and responding to families caught in the cycle of crisis; and examine key issues in intervening including engaging these families, differentiating between support and rescuing, and setting realistic goals and limits. The impact of practitioners' own experiences on their work will be considered. Specific attention will be paid to the difficult practice issues that emerge and the possible intervention strategies that can be used.

Length: Two days
Date(s): **November 7-8**
Fee: \$165
Instructor(s): Joe Rosen, M.S.W.

Solution-Focused Family Counselling with the Substance Abuser (#EP149)

This two-day course is directed toward alcohol and drug counsellors, therapists, family counsellors, and mental health practitioners working within an individual or family context where substance misuse is a problem. This course will provide an introduction to solution-focused family therapy in treating the substance abuser and his or her family. Participants will develop a framework for solution-focused assessment; explore critical issues in building the counselling relationship, including dealing with resistance and negotiating well-formed treatment goals; and discuss

ways to orient the client (or client system) toward solutions. Opportunities to develop and practise solution-focused interventions which capitalize on the strengths and resources of family members, and strategies for maintaining progress, will be provided through the use of video, role play demonstrations, and small group practice.

Length: Two days
Date(s): **November 18-19**
Fee: \$175
Instructor(s): Robert Finlay, M.A.

Children Who Witness Violence (#CY111)

This introductory level course is directed toward school counsellors, social workers, child care workers, family support counsellors, and other front line staff who, through the course of their work, are involved with children who witness abuse. Participants will have the opportunity to develop an understanding of the dynamics of violence against women in relationships; explore the impact and long term consequences, within a developmental context, for children witnessing violence; and practise skills to support and address the needs of these children. Participants will discuss the impact of violence against women on parenting, and consider strategies to empower battered women as parents. The importance of interdisciplinary networking and the role of the support worker in advocating on behalf of the child and/or the assaulted woman will be highlighted.

Length: Three days
Date(s): **November 21-23**
Fee: \$225
Instructor(s): Sharon White, B.S.W., E.C.E. Cert.



Expressive Therapies

An Introduction to the Use of Art Therapy with Troubled Adolescents (#CY153)

This course is directed toward youth counsellors, social workers, therapists, and mental health professionals who are interested in gaining an understanding of the use of art therapy as an adjunct to youth related services. Participants will explore a theoretical framework of the methods and approaches used in art therapy, examine the practical differences between directive and non-directive approaches, and consider the impact of each on the troubled adolescent. The issue of youth vulnerability in evoking personal content in their art will be discussed, with emphasis on ethical considerations regarding image ownership, identifying issues that surface (such as sexual abuse experiences, substance misuse, and conflict with the law), and interpreting and respectfully exploring the personal content of the adolescent's art. Opportunities to experience the nature, process, and value of using art therapy with adolescents will be provided.

Length: Two days
Date(s): **October 27-28**
Fee: \$175
Instructor(s): Heather Dawson, B.A.

Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)

This course is directed toward therapists, social workers, child care workers, and mental health professionals currently working with children 3-12 years of age. This introductory-level course will cover the function of art and play through the developmental stages, an exploration of various approaches to play therapy, and an examination of practical concerns related to the use of art and play therapy. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days
Date(s): **December 7-8**
Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S
For participants who have a Masters Degree, this course is approved for thirteen (13) hours of learning credit toward registration with the Association of Play Therapy. For further information, contact Marie Jose Dhaese at 604/240-2700.

Child Centred Play Therapy (#CY104A)

This course is directed toward practitioners who use play and various expressive therapies in their work with children. Course content will include principles of non-directive play therapy, the symbolic language of play as it develops through the therapy process, kinds of play and how play changes, and stages of the treatment process. Enrolment in

this course will be limited to 18 participants. **Prerequisite(s):** Art and Play Therapy (#CY104).

Length: Two days

Date(s): **December 9-10**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S
For participants who have a Masters Degree, this course is approved for thirteen (13) hours of learning credit toward registration with the Association of Play Therapy. For further information, contact Marie Jose Dhaese at 604/240-2700.

Instructors:

Gladys Adilman, B.A., is a Senior Mental Health worker with S.A.F.E.R. and is the program co-ordinator for education on suicidal behaviour throughout the province.

Brenda Dafoe, M.Ed., is an adult educator, consultant, and suicide prevention trainer who has developed and conducted several courses on suicide prevention in Vancouver and Calgary.

Heather Dawson, B.A., DVATI, is an art therapist in private practice, working with adolescents and adults in individual and group settings. She is also a faculty member at the Vancouver Art Therapy Institute.

Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S, is a certified, registered art and expressive therapist, and a registered play therapist supervisor specializing in play therapy.

Robert Finlay, M.A., is a registered marriage and family therapist and Approved Supervisor with the American (Canadian) Association of Marriage and Family Therapy (AAMFT), working in private practice. He has a strong background in addiction treatment and is a certified drug and alcohol counsellor.

Elizabeth Fortes, M.A., has been a counsellor with S.A.F.E.R. for the past 12 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

Larry Green, M.A., is a counsellor and trainer in private practice.

Ronni Richards, M.A., is a registered psychologist in private practice specializing in relationship issues.

Joe Rosen, M.S.W., is a counsellor and consultant in private practice, working with individuals and couples. He specializes in family violence, parenting, and relationship issues.

Linda Rosenfeld is the Director of SAFER (Suicide Attempt, Follow-up, Education and Research), and has been a counsellor with the program since its inception in 1972. She has extensive experience in crisis intervention, individual, family, and group counselling, and is the co-author of *Left Alive*, a book on bereavement and suicide.

Dale Trimble, M.A., is a counsellor in private practice and the co-founder of the Assaultive Husbands Program. He is the writer and producer of the video, *Defensive Themes*.

Suri Vangolen, R.C.C., is a counsellor at S.A.F.E.R., specializing in crisis intervention, individual and family counselling, and bereavement counselling.

Sharon White, B.S.W., E.C.E. Cert., is the Provincial Project Co-ordinator for the Society of Transition Houses for Services to Children Who Witness Abuse.

Trauma and Post Traumatic Stress

*Courses marked with an asterisk may be taken as electives for the Management Development for Residential Settings Certificate Program.

Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146)

Co-sponsored with SPAN (Service Providers Adult/Advocacy Network) and VOICES for Survivors Support Society Special one-time program. For description, see page 14.

Length: Two days or two and one-half days (workshop and the half-day network meeting)

Date(s): **October 20 pm** (SPAN network meeting), **October 21-22** (workshop)

Fee: \$210 Full program (SPAN network meeting and two-day workshop) (#CSA146); \$195 Two-day workshop (#CSA146A)

Instructor(s): Christine Courtois, Ph.D.

Creativity and Trauma: Using Art as a Tool for Healing (#EP179)

This course is directed toward counsellors and therapists working with adults in a therapeutic context, and will explore the use of art and creativity as a tool for healing the effects of past trauma such as childhood sexual abuse, physical abuse, long term illness, or the death of a loved one. Participants will have the opportunity to explore the roots of creativity and psychological health, examine the impact of trauma and psychological shock on the survivor and define how change occurs, and consider the theoretical basis for understanding the art work of their clients within the context of the therapeutic process. Participants will experience a variety of creative media, including art, writing, and visualization throughout the three days.

Length: Three days

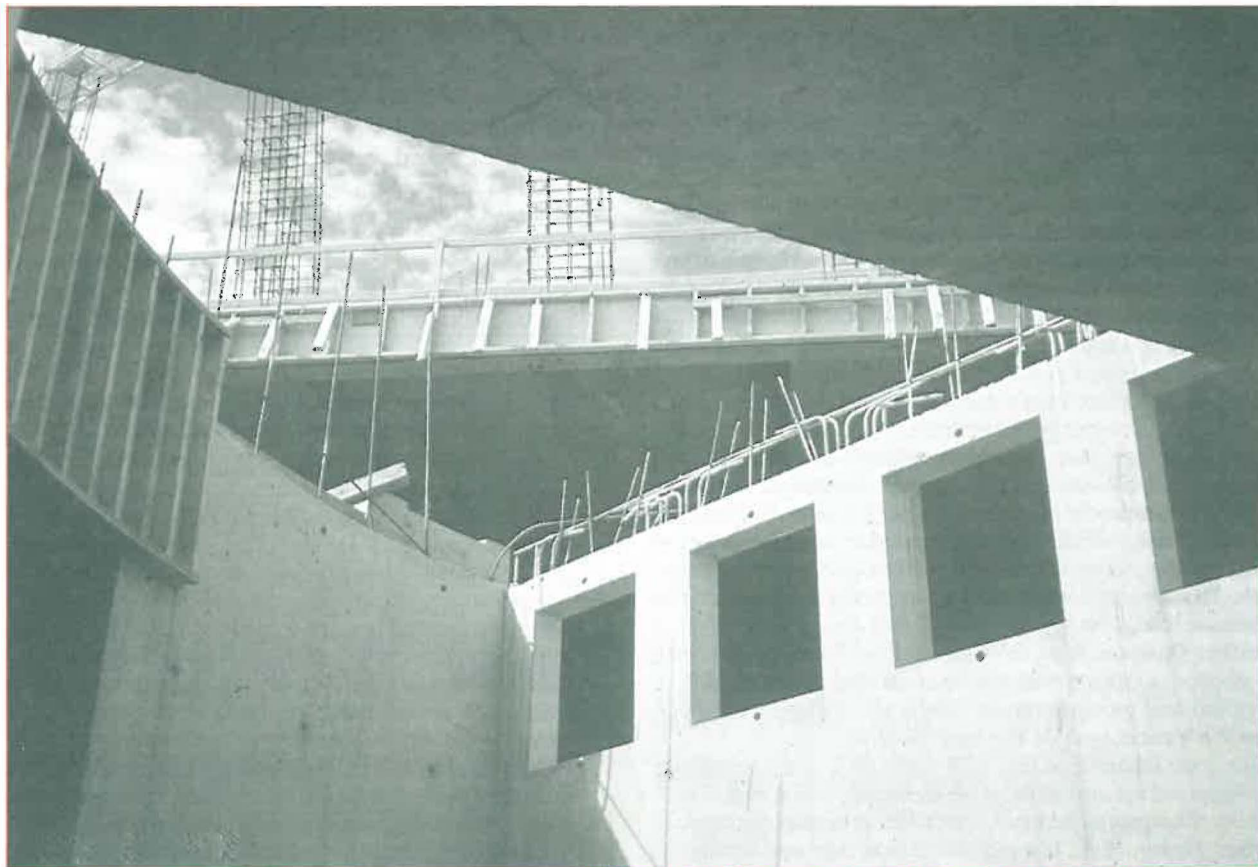
Date(s): **October 27-29**

Fee: \$225

Instructor(s): Margaret Jones-Callahan, M.A.

Trauma and Post Traumatic Stress Reactions (#EP178)

This introductory course is designed for front line workers, support workers, victim service workers, and other service providers working with trauma survivors in an individual, group, or community context. It will provide an introduction to key concepts in the field of trauma and traumatic stress. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, short and long term consequences of traumatization, and post traumatic stress disorder. Options for treatment and recovery will be addressed, and participants will be able to adapt recovery models to their own work situation. In addition, the



impact of trauma work on service providers will be explored. This course is relevant to people involved in diverse trauma populations such as refugees or survivors of accidents, natural disasters, family violence, sexual assault, or other crimes.

Length: Two days
 Date(s): **November 14-15**
 Fee: \$165
 Instructor(s): Maggie Ziegler, M.A.

Trauma and Post Traumatic Stress Reactions, Level II (#EP178A)

This second level course is directed toward front line workers, support workers, victim support workers, and other service providers working with trauma survivors, and will define effective support strategies, building on the content presented in Level I. Participants will have the opportunity to develop a framework for assessing the effects of trauma on the individual client and identifying the stage of recovery that the client is in. Practical, supportive interventions that correspond to early and mid-stage recovery will be presented, including the role of providing information to the trauma survivor, re-establishing a sense of safety in the environment, and coping with anxiety states and flashbacks. Specific strategies to enable the trauma survivor to deal with anger and to avoid self-medication with alcohol and drugs, will be examined. The importance of mobilizing appropriate community resources will be highlighted, and a model for self care for the support worker will be addressed.

Length: Two days
 Date(s): **December 12-13**
 Fee: \$165
 Instructor(s): Joseph Solanto, Ph.D.

Critical Incident Stress

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)*

Major disasters and daily emergencies expose emergency health, human services, and other high risk and public safety workers to significant stress. Workers' responses to these "critical incidents" can range from confusion to extreme pain, anger, emotional problems, and physical illness. The Critical Incident Stress Debriefing (CISD) process was developed as an effective tool to manage this work-related trauma and to help staff cope with what they have seen or experienced. The purpose of this introductory-level course is to train mental health professionals and personnel from emergency health, human services, victim services, and other high-risk and public safety occupations in the effective management of critical incident stress (CIS). On day one, participants will review the nature of stress, cumulative stress, and critical incident stress and their impact on human functioning; specific

causes of CIS; factors that affect one's vulnerability to CIS; and defusing techniques. On day two, the formal debriefing process will be outlined and demonstrated through role play. Specific attention will be directed toward various types of work-related critical incidents, problems associated with debriefings, and the issues involved in program development. This two-day course serves as a basic entry requirement for individuals interested in participating in a critical incident stress debriefing team in their workplace.

Length: Two days
Date(s): **September 29-30**
November 2-3
Time: 8:30 am - 4:30 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)*

This advanced-level course is directed toward experienced mental health professionals and peer personnel from emergency health, human services, victim services, and other high-risk public safety occupations. It will build on the content presented in Level I. Through the use of role plays and debriefing simulations, participants will have the opportunity to practise specific aspects of CIS debriefing, problem solve around specific issues that arise in a debriefing process, and explore ways to generalize the CIS debriefing process and skills to other settings and situations. **Prerequisite(s):** Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117), or a written application outlining previous training in CIS debriefing, including the name of the instructor and the length of the training.

Length: Two days
Date(s): **November 28-29**
Time: 9:00 am - 4:30 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

Interdisciplinary Studies has produced a Critical Incident Stress Debriefing Distance Education package. For information, see page 52.

Instructors

Christine Courtois, Ph.D. Dr. Courtois is a counselling psychologist in private practice in Washington, D.C. She is the author of *Healing the Incest Wound: Adult Survivors in Therapy*. As well, Dr. Courtois is the Clinical Director at the Center for Abuse Recovery and Empowerment, in Washington, and an Assistant Clinical Professor of Psychology at George Washington University.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with 20 years of clinical experience with children, adults, and families. She has particular expertise in sexual abuse treatment, grief and trauma, human

sexuality, creativity, and the expressive arts and Buddhist psychology. She has served as a consultant and trainer in the area of sexual abuse treatment for agencies across Canada and the western United States. Her work has always had a dual focus, combining issues of trauma and healthy development into one perspective.

Toby Snelgrove, Ph.D., is a counsellor, consultant, and trainer in private practice specializing in traumatic stress, grief, and loss issues. For the past seven years he has been a debriefer, educator, and program developer assisting emergency and human service organizations to recognize and manage occupational stress.

Joseph Solanto, Ph.D., is a psychotherapist, clinical supervisor, and educator in private practice. He has provided "debriefings" for front line staff coping with victims of personal tragedy and natural disasters in the United States and Canada.

Maggie Ziegler, M.A., is a therapist, trainer, and consultant in private practice. She has a special interest in trauma survivors and the long-term impact of violence.

Courses Around BC

Prince George

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)

Co-sponsored with the University of Northern British Columbia.

For course description, see above.

Length: Two days
Date(s): **October 18-19**
Location: University of Northern BC (Room TBA)
Fee: \$230

Enforcement and Investigation

Unless otherwise indicated, Enforcement and Investigation courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.

Please see the Justice and Public Safety Worker category for additional listings.

Developing Investigative Skills (#EP152)

This introductory course is designed to assist by-law enforcement officers, motor vehicle inspectors, insurance inspectors, and others who must conduct investigations that may result in alleged violators being brought before the courts. The course will focus on interviews and state-

ments, note taking and file maintenance, and evidence—including what constitutes evidence, different types of evidence, and how evidence should be collected, stored, and documented so that it will be admissible in court. Participants will have an opportunity to practise methods for gathering statements, keeping notes, and conducting interviews.

Length: Two days

Date(s): **October 12-13**

December 7-8

Time: 9:00 am to 4:30 pm

Fee: \$175

Instructor(s): Mark LaLonde, a former police officer with extensive investigative experience. He has conducted training in investigative skills for a variety of organizations.

Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases. The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. The course concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. Courses are conducted by lawyers with experience in prosecuting and defending cases in the British Columbia court system. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, please contact Patricia McNeill at 604/222-7229.

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of companies awarded the contracts are required to demonstrate their familiarity with execution procedures and legal requirements through successful completion of a written examination. The purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in BC, and to prepare them for the exam. This course is offered on an "as needed" basis. For more information, or to add your name to a waiting list for the course, contact Patricia McNeill at 604/222-7229.

Instructor(s): Bill Bradshaw, a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately ten years at BCIT and the Justice Institute.

Witness Skills

Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)

For course description, see the Child Sexual Abuse category.

Length: Two days or three days

Date(s): TBA

Fee(s): \$175 (two days)
\$250 (three days)

Fire Safety

Introduction to the Fire Service (#NC-01)

Introduction to the Fire Service allows students to explore the possibility of a career in the fire service. On each of six evenings, fire service professionals will present a topic of interest to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Vancouver Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Classes are offered one evening a week for six consecutive weeks or over a weekend. Enrolment is limited to 40 participants.

Length: Six, 2 1/2 hour sessions

Location: Justice Institute of BC

Date(s): Call the Fire Academy at 604/222-3630 for the dates of the next scheduled course

Fee: \$125 (includes textbook)

Instructor(s): Instructors are leaders in their specific area of the fire service.

Introduction to the Fire Service: Field Exercises (#NC-04)

This course is the second phase of #NC-01. Course topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), SCBA, and Hose and Nozzle familiarization. Class size is limited to 12. **Prerequisite(s):** Completion of Introduction to the Fire Service (#NC-01).

Location: Safety Training Centre, Maple Ridge, BC

Date(s): A waiting list is maintained for this course. Telephone the Fire Academy at 604/222-3630.

Fee: \$250

Instructor(s): Fire Academy Instructors



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Distance Education Courses

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by Interdisciplinary Studies and the Fire Academy. (Note: Fire service personnel in BC should contact the Fire Academy directly to obtain these and other self-study courses.)

Fire Safety at Work (#DE-02)

Designed in the distance education format and developed in co-operation with the Open College component of the Open Learning Agency, this course is intended for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials explore the nature of fire, common fuels, and ignition sources; hazards for each building type; fire prevention, fire drills, and using portable extinguishers; and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel.)

Length: 120 self-study hours
Fee: \$250

Will be offered in classroom format if there is sufficient demand.

Basic Fire Science (#DE00) or (#NC-02)

This course has been designed for fire service personnel but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an interest in this safety area. The course provides an introductory level study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)
Fee(s): DE00 \$165
NC-02 \$195

Technical Math (#DE05)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information

to practical situations. Units covered include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume. **Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division.

Length: 40 self-study hours
Fee: \$165

Will be offered in classroom format if there is sufficient demand.

Justice and Public Safety Worker Training

Unless otherwise indicated, Justice and Public Safety Worker Training courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

The courses in this series are recommended as a prerequisite for persons wishing to apply for admission to the Corrections Academy's Employment Readiness Program. The courses have been specifically designed for applicants to this program; however, they may also be of interest to individuals interested in other justice and public safety related fields.

Introduction to Government Process and the Criminal Justice System (#MGMT309)

This course will introduce participants to the justice system in Canada and British Columbia and will provide an overview of how government works. In the government process segment of the course, participants will identify the levels and functions of government; discuss the significance of Canada's Constitution and the relationship of the Charter of Rights and Freedoms to the Constitution; and learn the steps involved in passing a bill. The criminal justice system segment of the course will focus on the justice system (the distinction between criminal and civil law, differences between summary and indictable offences, the elements of a crime, the components of the justice system); the adult court system (levels of court in BC, routes of appeal); sentencing (principles of sentencing, sentencing options); youth court (principles of the Young Offenders Act, differences between the components of the youth and adult justice systems); and family law (jurisdiction of the courts, legal process available upon marital breakdown).

Length: Three days
Date(s): **January 24-26, 1995**
Fee: \$200
Instructor(s): Robert Chong and Linda Alexander

Interviewing Skills (#MGMT310)

This course will introduce participants to the basic skills of interviewing clients who have come in contact with the criminal justice system and the civil court process. The course will focus on effective communication skills and will provide participants with the opportunities to practise the skills in a supportive environment. Over the course of the two days, participants will increase their awareness of prejudices, perceptions, and assumptions in their communication with other people; identify their own communication style and ways they can modify their style; identify communication barriers and mistakes made during an interview; identify their own personal values and how they may influence communication; and identify and practise the eight steps of an effective interview.

Length: Two days

Date(s): TBA

Fee: \$175

Instructor(s): A consultant with Ryane Consulting Inc.

Writing Investigative Reports (#MGMT311)

This two-day course will introduce participants to techniques for gathering, organizing, and analyzing information, and will provide practical ways to make reports effective and readable. Participants will identify and practise methods for asking questions that will yield useful information during the investigation process; recording and revising running notes; overcoming writer's block; keeping the report on track; and separating direct observations from judgment statements.

Length: Two days

Date(s): TBA

Fee: \$225

Instructor(s): Katherine Galarneau

Instructors:

Linda Alexander is a trainer/instructor with extensive experience in the field of adult probation. She has worked in specialized areas of adult probation supervising probation orders and has conducted group sessions for adult offenders. She presently teaches for the Corrections Academy in the areas of adult probation and specialized supervision.

Robert Chong is a trainer/instructor who has extensive experience in working with youth as a probation officer. He has given training sessions on youth gangs, youths at risk, and the Young Offenders Act. He presently teaches for the Corrections Academy and specializes in the areas of youth probation and mentally disordered offenders.

Kathleen Galarneau, M.A. (Communications), teaches media and communications studies and is a consultant specializing in written communication. Her courses show professional and business people how to write for today's readers: how to say more with less.

Ryane Consulting Inc. has designed and delivered courses on topics related to leadership and management, com-

munications and conflict, and business writing for 20 years. Ryane's consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

*Courses marked with an asterisk may be taken as electives in the Management Development for Residential Settings Certificate Program.

Basic Supervisory Program, Week 1 (#MGMT213)

Each job or function has specific areas of knowledge, skill, and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based course covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. Week 1 of the Basic Supervisory Program is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Course, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days

Date(s): October 3-7

November 21-25

January 23-27

Time: 9:00 am - 4:30 pm on day one; 8:30 am - 4:30 pm on subsequent days

Fee: \$450

Instructor(s): A consultant with Ryane Consulting Inc.

Basic Supervisory Program, Week 2 (#MGMT213A)

This second-level course uses short lectures, discussion groups, case studies, and practice sessions to build on the skills gained in the Basic Supervisory Program, Week 1. The course addresses three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It includes practical exercises to improve the team's co-operation and commitment, and the supervisor's own time management and meeting skills. Participants are encouraged to share ideas and concerns encountered in their role as supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days
Date(s): **March 13-17, 1995**
Time: 9:00 am - 4:30 pm on day one;
8:30 am - 4:30 pm on subsequent days
Fee: \$475
Instructor(s): A consultant with Ryane Consulting Inc.

NEW

Program Evaluation/Project Evaluation (#MGMT304)*

Evaluation of projects and programs is an aid to decision-making and management. It is a source of information for resource allocation, program improvement, and accountability. While many program or project evaluations are carried out by external specialists, more and more organizations are conducting their own internal evaluations. With this change, staff and managers within an organization must acquire the knowledge and skills to manage and carry out evaluations. This two-day course is designed to give managers, supervisors, and individuals involved in program or project evaluation an understanding of what program evaluation is, how it can be used in an organization, and the knowledge and skills required to carry out successful program evaluations. Case studies, practical exercises, and real life examples will be used throughout the two days. Each participant will leave the course with a guide for carrying out an evaluation assessment.

Length: Two days
Date(s): **October 13-14**
Fee: \$175
Instructor(s): Zena Simces Katz

NEW

Coaching for Improved Performance (#MGMT313)*

In today's workplaces, managers use a variety of skills to help employees deliver peak performance. Using coaching, rather than control and rules, increases accountability and results and helps to build partnerships between managers and employees. This course will help employers define their coaching style and identify the types of performance problems that will benefit most from that style. An eight-step coaching model will be used to illustrate the most effective way to conduct coaching. Participants will have the opportunity to practise in small groups, and to analyze employee performance problems and plan appropriate coaching sessions.

Length: Two days
Date(s): **October 17-18**
Fee: \$175
Instructor(s): Sieglinde Malmberg

Influencing Decision-Making and Change (#MGMT210)*

This two-day course is designed for managers in organizations where change is an ongoing process and an integral part of the workplace environment, and for managers responsible for the implementation of structural change that periodically occurs in any organization. To create or

influence change, individuals must be able to communicate the merit of their ideas persuasively; they must create both the opportunity for and interest in the presentation of their ideas. The skills and strategies presented and practised in this two-day course will increase participants' understanding of their own personal styles of influencing and why their current influencing strategies and skills work in some circumstances and may not work in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Conflict Resolution Certificate Program.)

Length: Two days
Date(s): **October 20-21**
November 17-18 at SFU Downtown (see Conflict Resolution listing for information)
Time: 9:00 am - 5:00 pm
Fee: \$175
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (counseling psychology)

Developing Policy and Procedure Manuals (#MGMT226)*

Every organization functions best with a set of clearly defined policies and procedures to help ensure consistency, professionalism, and credibility. To be effective, however, these policies and procedures must be available in an accessible form. This one-day course provides the information participants need in order to develop and maintain policy and procedures manuals that meet the specific needs of their agencies.

Length: One day
Date(s): **November 2**
Fee: \$125
Instructor(s): Christopher Curtis

Facilitating for Results: Helping Groups to Succeed (#MGMT306)*

Facilitation skills are in demand on a daily basis as organizations change internally and change the way they do business. In this new course, participants will identify and practise key skills which will assist them to become more skilful facilitators in a variety of settings – ranging from work and quality teams to community groups and others trying to get things done through collaborative processes. Participants will learn methods for dealing with difficult individuals and practise techniques to ensure that a desired outcome or result is achieved within a realistic time frame. Through group work, presentations, class discussions, and feedback from others, participants will develop a personal, flexible process for facilitating in a variety of situations.

Length: Two days
Date(s): **November 3-4**
Fee: \$175
Instructor(s): Sandra Heath

Dealing with Workplace Harassment Series

With the changes that are taking place in the Canadian work force, employers must develop and implement appropriate policies to respond to a range of harassment issues. This series of courses focuses on the broad scope of workplace harassment and provides participants with an understanding of the protection provided to specific groups under the BC Human Rights Act. Throughout the courses, participants will have an opportunity to position harassment within an overall framework which will encourage and value diversity within the workplace. This series of courses is co-sponsored with The Hastings Institute.

Understanding Harassment (#MGMT222A)*

In this one-day course participants will address such questions as: What is harassment? How can it be prevented? What are your responsibilities when harassment does occur? Discussion will focus on understanding the legal definition of harassment and its application in real situations, as well as understanding employer, union, and employee liability and responsibility.

Length: One day
Date(s): **October 31**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)*

In this course, participants will assess the existing climate within their organization and will look at a variety of ways to introduce changes that will help to create a

more welcome workplace. The course will also address methods for dealing with backlash and the role of training in introducing change.

Length: One day
Date(s): **November 1**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)*

This course will focus on the essential elements of harassment policies and procedures. Participants review different types of policies and procedures and will develop guidelines for policies and procedures for their own workplace. Participants will have an opportunity to address specific issues with an expert panel.

Length: One day
Date(s): **November 21**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Resolving Harassment Problems (#MGMT222C)*

In this session, participants will develop guidelines for handling interviews and investigations, and will have an opportunity to practise interviewing techniques.

Length: One day
Date(s): **November 22**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)*

This one-day course is designed to help participants become more aware of their rights and the rights of others under the BC Freedom of Information and Protection of Privacy Act. Greater demands are now placed on organizations to ensure that they comply with the spirit and provisions of this legislation. Staff at all levels of the organization will need to understand their roles and responsibilities vis-a-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act with regard to access to information, exceptions to release information, and protection of personal privacy of third parties; examine the requirement for responding to requests for information; examine case studies which illustrate how the provisions of the Act apply; and identify what is required to implement the Act within their organization.

Length: One day
Date(s): **November 8**
Fee: \$110
Instructor(s): Zena Simces Katz

The Hiring Process (#MGMT301)

The most important decisions made by managers and supervisors relate to who they hire to work in their organization. A wrong hiring decision is extremely costly: both in direct costs (actual money spent in salaries, etc.), and indirect costs (the subtleties that impact on productivity). This two-day course will guide participants through a sequence of steps to be followed in the recruitment and selection of staff: understanding the duties of the job to be filled, writing an advertisement to attract the right applicants, shortlisting, incorporating a variety of assessment methods, developing interview questions, structuring the evaluation of candidates, and interviewing references. In groups, participants will apply each step to a "generic" position and will practise the required skills involved in each step. Human rights issues and employment equity considerations will be discussed. This is an energetic, hands-on learning experience; be prepared for a whole new outlook toward the hiring process at the end of these two days.

Length: Two days
Date(s): **November 23-24**
Fee: \$175
Instructor(s): Diane Fru

NEW

Happy Ever After: The Post-Hiring Process (#MGMT301A)

How do some "good" applicants become "problems?" Sometimes it is the wrong fit, but more often the cause is the employer's lack of investment in the new employment relationship. This course picks up from the first day a new employee appears on the job. It covers the following topics: orientation and what information to include; the probationary period; establishing performance standards and providing regular, specific feedback; and the importance of documentation. This one-day course stands alone for those who have training or experience in hiring staff; it can provide an important follow-up for those who have completed *The Hiring Process*.

Length: One day
Date(s): **November 25**
Fee: \$125
Instructor(s): Diane Fru

NEW

Strategic Planning (#MGMT312)*

Strategic planning is one of the most important elements in organizational effectiveness and success today. It is a process by which members of an organization envision its further development and introduce the necessary procedures and operations to achieve that future. While many may think that strategic planning is only carried out by the leaders of an organization, it is becoming more apparent that individuals at all levels of an organization have a role to play in strategic planning. This two-day course will provide participants with an understanding of strategic planning concepts and how to make them come alive; that is, how strategic planning can be meaningful and essential in managing an entire organization or a single program.

Length: Two days
Date(s): **December 1-2**
Fee: \$175
Instructor(s): Zena Simces Katz

Together We Stand: Effective Team Building (#MGMT120)*

Teamwork has long been seen as a basic organizational need. Currently, however, an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This course explores the concept of team: what differentiates a group from a team, what a team really is, why teams exist in the first place, and how teams are developed; and looks at ways to measure and improve team effectiveness. The role of the leader in work teams is also explored. Participants will practise strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days
Date(s): **December 7-8**
Fee: \$175
Instructor(s): Elizabeth Robinson

Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)*

This course is directed toward supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days one and two will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day three will focus specifically on report writing and will cover planning, organizing, and special techniques. Participants are requested to submit two, one-page samples of their written work when they register. This course is limited to 18 participants.

Length: Three days
Date(s): **December 12-14**
Fee: \$225
Instructor(s): A consultant with Ryane Consulting Inc.
See the Administrative/Support Staff and Training for Trainers categories for additional listings.

Are you looking for the perfect gift?

Do you want to introduce a friend or colleague to a Justice Institute course?
Interdisciplinary Studies has the solution...

A Gift Certificate

covering a portion or the full cost of one of the courses advertised in this calendar. Interdisciplinary Studies gift certificates come in \$5.00, \$10.00, and \$20.00 denominations and can be purchased by calling Carolyn Eyers at 222-7224.

Instructors:

Christopher Curtis, B.A., is a communications consultant specializing in the development and maintenance of policy and procedures manuals.

Michael Fogel, LL.B., J.D., M.Ed. (counselling psychology), is a mediator, group facilitator, and trainer in private practice. He works with public and private sector organizations teaching negotiation, mediation, and communication skills. He also works with managers, supervisors, support staff, and human resources personnel to create and implement organizational changes, restructuring, and strategic plans.

Diane Fru is a management consultant whose background and specialty are training and human resources. She also has experience as a line manager and has developed and delivered a variety of human resources courses for the public sector and private organizations.

Stephen Hammond, B.A., LL.B., is a training consultant with the Hastings Institute, working for private and public organizations. He has experience in employee and labour relations and works with staff and management to create a working environment that is safe for a diverse workforce.

Sandra Heath, B.A., is a management training and human resources consultant whose experience includes responsibility for human resources, policy development, and training. She has line management experience in BC and Alberta and in the federal public sector.

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has had over 20 years' experience working in government and with community groups in a number of provinces. She has been responsible for co-ordinating freedom of information and protection of privacy functions within a government ministry setting in BC and Ontario, and has provided training to staff and managers in addressing access and privacy issues. She has also had extensive experience in conducting and managing major program evaluations and strategic plans and has provided practical training in how to carry those processes.

Sieglinde Malmberg is the owner of Humanitas Services, a Vancouver-based human resource management consulting firm. She has over 20 years of experience assisting public and private sector organizations to solve challenging human resource problems. Her familiarity with a variety of organizations gives her the ability to make real-life, practical suggestions and draw on a wide range of examples to illustrate points.

Elizabeth Robinson, M.S.W., is a private consultant and trainer with extensive management experience in child welfare and medical settings. She is on the faculty of the School of Social Work, UBC.

Ryane Consulting Inc. has designed and delivered courses on topics related to leadership and management, communications and conflict, and business writing for 20

years. Ryane's consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Samantha Sanderson, B.A., LL.B., has a background in law, social policy analysis, advocacy, and counselling. She is well-versed in the theory and practice of individual attitudinal change and has extensive experience in developing harassment policy and introducing workplace harassment concepts to a wide variety of employee groups. She spearheads the Hastings Institute's Welcoming Workplace program and is currently managing a number of valuing diversity and harassment projects with organizations ranging from municipalities and hospitals, to Crown corporations.

Courses Around BC

Prince George

Together We Stand: Effective Team Building (#MGMT120G)

For course description, see page 35.

Length: Two days

Date(s): **November 24-25**

Location: Civic Centre, 855 Dominion Street, Prince George, BC

Fee: \$225

*Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for this course. There are five seats open to the general public and they will be filled on a first-come, first-served basis. Registration will be managed by Direct Care Training Services in Prince George. Contact Kathie Scouten at 604/564-5477.

Victoria

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307V)*

For course description, see page 34.

Length: One day

Date(s): **November 3**

Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC

Fee: \$130

Professional Health Programs

Professional Health Programs at the Justice Institute offers courses for physicians, nurses, and pre-hospital care providers. The following courses are held at the Justice Institute or may be held in other communities on request. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621. **Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.**

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

This two-day course is intended for physicians, nurses, and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on the written exam.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

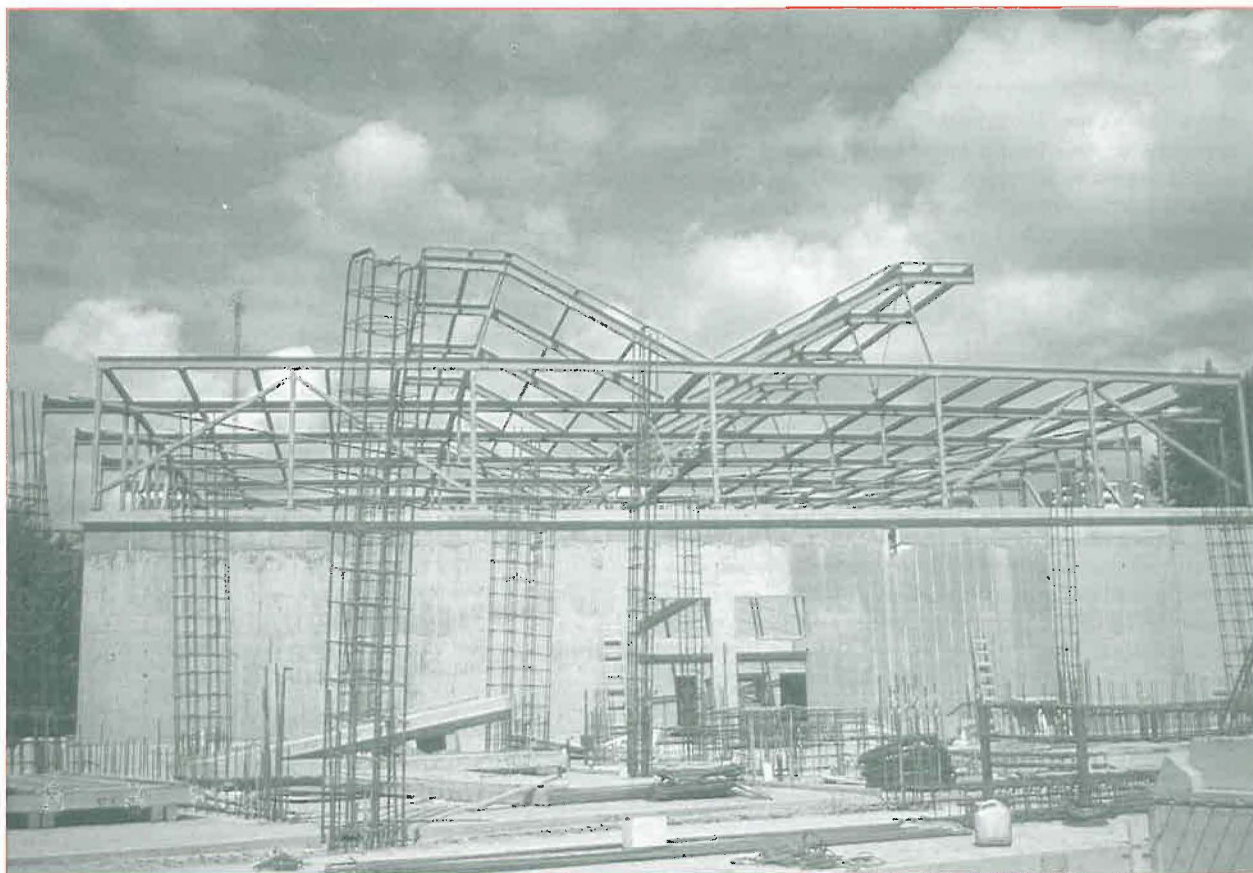
Length: Two days
Date(s): **September 17-18**
November 19-20
Fee: \$350

Advanced Cardiac Life Support Update (#PHP110)

This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory and practice sessions held during the day. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on each exam, theory, and dysrhythmia interpretation.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: One day
Date(s): **September 17**
November 19
Fee: \$225



Advanced Cardiac Life Support Instructor Course (#PHP120)

ACLS providers with exceptional ACLS skills, which includes current knowledge of the new standards and changes, and who have frequent exposure to cardiac arrest situations, are invited to register. All participants will be reassessed for competency in their ACLS skills on the first day and those who do not meet the criteria will be required to withdraw from the course. Preparation for the course includes developing lectures and cardiac arrest scenarios; allow two weeks to adequately prepare.

Length: Two and half days (limited registration)
Date(s): **TBA**
Fee: **TBA**

Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, to develop confidence in cardiac arrest situations. The course is a combination of lectures and small group practice sessions. It covers the pharmacology of cardiac arrest drugs, lethal dysrhythmia interpretation, compromised airway management, and cardiac arrest practice scenarios.

Length: One day
Date(s): **September 9**
October 29
Fee: **\$125**

Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)

An introductory program for health professionals who are not routinely responsible for interpreting cardiac rhythms. This one-day course develops participants' confidence in interpreting cardiac dysrhythmias and prepares them for dysrhythmia interpretation in an ACLS course. The day is a combination of lectures and small group work.

Length: One day
Date(s): **September 8**
October 28
Fee: **\$125**

First Line Trauma Management for Nurses

Program content is related to the 'must-dos' of multi-trauma assessment, treatment, and stabilization, and can be presented in one- or two-day seminars. Program presentation is a combination of lecture and group practice sessions.

First Line Trauma Management for Physicians

This one-day course is designed for physicians responsible for managing the trauma victim in a non-tertiary facility. Course content is provided by two emergency physicians

and covers appropriate management of the ABCs and the assessment, treatment, and management of the multi-trauma victim.

Basic Trauma Life Support (#PHP202)

A two-day program that covers essential early trauma management. The course is directed to pre-hospital care providers, nurses, and medical students. During the two-day program a series of lectures and practice sessions are held to reinforce the key concepts. Course textbook provided with course tuition.

Length: Two days
Date(s): **TBA**
Fee: **TBA**

The courses listed above can be held outside the Lower Mainland. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621.

Courses Around BC

Salmon Arm, BC

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

See course description above.
Date(s): **October 1-2**

Victoria

Pediatric Advanced Life Support (#PHP204)

An advanced life support course developed by the American Heart Association and endorsed by the Heart and Stroke Foundation of Canada. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill pediatric patients. Course content covers management of the acute pediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. The information in this two-day course is presented through a series of lectures and small group practise stations. Successful completion is based on:

1. Obtaining 84% correct on the written exam.
2. Demonstrating acceptable performance during simulated scenario stations for:
 - a. newborn resuscitation, cardiopulmonary arrest; and
 - b. respiratory failure and shock.
3. Attending all sessions.

Date(s): **November 5-6**
Fee: **\$325**

Whitehorse, Yukon

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

See course description above.

Date(s): **September 24-25**

White Rock, BC

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

See course description above.

Date(s): **October 22-23**

Residential Care

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Management Skills

Management Development for Residential Settings Certificate Program

This certificate program was created in consultation with executive directors and front line managers from the residential and vocational fields. It has been specifically designed to meet the needs of supervisors and managers who work in a variety of residential and vocational settings. The program provides management skills specific to this workplace and opportunities to network with other professionals from the field.

The program consists of 20 days of training: eight, two-day core courses, and four classroom days of Justice Institute electives. Courses should be taken in sequence from Level 1 through 8, unless otherwise approved by the Co-ordinator.

Interested persons should request an application form from the Program Assistant at 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Participants who are in non-supervisory positions should contact the Co-ordinator at 604/222-7273 as limited seating is available to persons preparing for the supervisory role.

For a brochure describing program structure, content, and eligibility contact the Registration Office at 604/222-7111 or 604/222-7171.

Core Courses

Please register for each level directly with the Registration Office.

Management Development for Residential Settings, Level 1 (#MGMT214)

This two-day course is designed to help supervisors examine and apply basic supervisory skills. The course will cover the role and responsibilities of the supervisor, ways to assess the supervisor's personal communication style and strengthen communication with staff, methods for assessing employees' levels of motivation and ability, and how to communicate with and delegate to staff who work shifts or on call.

Length: Two days

Date(s): **September 28-29**

Fee: \$165

Instructor(s): Mario Govorchin

Management Development for Residential Settings, Level 2 (#MGMT218)

This two-day course is designed to help supervisors who work in residential settings develop performance goals and objectives with their staff, practise writing performance standards, examine methods for conducting effective performance reviews, develop action plans for staff development, practise managing performance problems, examine situational leadership theory and assess personal leadership styles, diagnose the level of competence and commitment of staff in relation to tasks, and contract with staff for specific leadership styles to best suit their needs.

Length: Two days

Date(s): **October 24-25**

Fee: \$165

Instructor(s): Sandra Rice

Management Development for Residential Settings, Level 3 (#MGMT230)

This two-day course is designed to help supervisors strengthen their supervisory skills and knowledge. Participants will have the opportunity to gain information regarding the legal constraints affecting ethical standards; discuss a plan to develop a set of ethical standards for their workplace; explore current information on professionalism and discuss a plan to develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values, and professionalism in residential settings. A panel of professionals will be available for a question and answer session on these topics. Participants will also examine the supervisor's role in promoting effective time and stress management within the team, identify sources of employee stress and strategies for coping, and examine the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days
Date(s): **October 26-27**
Fee: \$165
Instructor(s): Marta Joy-Campbell

Management Development for Residential Settings, Level 4 (#MGMT240)

This two-day course is designed to assist supervisors to develop a methodology for effective labour/management relations. Participants will have the opportunity to clarify existing policies and legalities such as collective agreements and employment standards which govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practise the communication skills required for effective disciplinary action; explore the principles of clarity, consistency, and fairness which constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

Length: Two days
Date(s): **November 17-18**
Fee: \$165
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.S.W.

Management Development for Residential Settings, Level 5 (#MGMT250)

This two-day course is designed to help supervisors identify and practise specific management problem solving and decision making techniques and their effectiveness; define existing management structures and roles; set agendas and practise basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

Length: Two days
Date(s): **December 1-2**
Fee: \$165
Instructor(s): Pat Meyer

Management Development for Residential Settings, Level 6 (#MGMT260)

This two-day course is designed to help supervisors write job descriptions, interview and select staff, and provide effective orientation within the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practise writing job descriptions, identify effective recruitment procedures for full time and relief staff, practise methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days
Date(s): (Next offered, Winter/Spring 1995.) Also see Courses Around BC under the Residential Care category for dates.
Fee: \$165
Instructor(s): Pat Meyer

Management Development for Residential Settings, Level 7 (#MGMT270)

This two-day course is designed to help supervisors strengthen their financial management, budget projection, and report writing skills. Participants will examine the tendering process for contracted house maintenance; methods for building a resource file for contractors; budget projection and petty cash management; various contractual arrangements with funding bodies; and techniques for writing successful letters, reports, and proposals.

Length: Two days
Date(s): (Next offered, Winter/Spring 1995.) Also see Courses Around BC under the Residential Care category for dates.
Fee: \$165
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

Management Development for Residential Settings, Level 8 (#MGMT280)

This two-day course is designed to help supervisors gain information and techniques needed to manage emergencies, and understand the legal obligations of managing a residential facility. Participants will examine the manager's role in managing fire safety, emergency response planning, and house security; and examine the protocol for critical incidents and the debriefing process.

Length: Two days
Date(s): (Next offered, Winter/Spring 1995)
Fee: \$165
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

Management Development for Residential
Settings Certificate Program Graduation Ceremony

September 30, 1994 6:00 pm
Cafeteria Building, Room C22

Electives

Four days of Justice Institute electives are required in the Management Development for Residential Settings Program. Electives currently being offered are listed below. See course descriptions in this calendar under the Computer, Conflict Resolution, Management, and Training for Trainers categories. **Electives must be Justice Institute courses.**

Advanced Training for Trainers: Working with Groups (#MGMT223B)

Asserting Yourself Under Pressure (#CR702)

Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)

Coaching for Improved Performance (#MGMT313)

Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)

Criticism: How to Give and Receive It (#CR706)

Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)

Developing Policy and Procedure Manuals (#MGMT226)

Developing Policy and Procedures for Dealing with Harassment (#MGMT222B)

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)

Facilitating for Results: Helping Groups to Succeed (#MGMT306)

Influencing Decision Making and Change (#MGMT210)

Introduction to DOS (#CORR402)

Making it Hard to Say No - Negotiating with Difficult People (#CR767)

Managing Employee Disputes (#CR703)

Mediation Skills, Level I (#CR300)

Negotiation Skills, Level I (#CR500)

Program Evaluation/Project Evaluation (#MGMT304)

Resolving Conflict in the Workplace (#CR763)

Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)

Strategic Planning (#MGMT312)

Together We Stand: Effective Team Building (#MGMT120)

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

Training for Trainers: Ideas for Active Learning (#MGMT223D)

Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)

Understanding Harassment (#MGMT222A)

Unfinished Business (#CR768)

Workplace Stress and Trauma: Sources, Symptoms and Solutions (Conference)



Front Line/Supervisory Skills

Coaching Job Readiness Skills (#SUP122)

This two-day course is designed for youth care workers, community support workers, school liaison workers, life skills resource persons, and other front line workers who wish to coach their clients in job readiness skills. Participants will learn coaching techniques that will assist their clients to make the transition to the world of work; learn to use supporting resource materials provided for this course; explore ways to build confidence for persons preparing for competing in the job market; explore methods for successful job search techniques; examine liaison and networking protocol with the business community and not for profit organizations; examine volunteer service opportunities; learn up-to-date information on current résumé trends and reference checking criteria; and identify selection interviewing protocol. Participants will be provided with a resource kit to further develop their expertise.

Length: Two days
 Date(s): **November 23-24**
 Fee: \$165
 Instructor(s): Denise Grams

Front Line Training for Residential Settings (#SUP119)

This five-day training course is designed to provide front line workers with the basic skill required to work effectively within a residential setting. Participants will: identify and practise communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards, and practices; practise writing skills and writing Personal Service Plans (PSPs); identify and practise strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants. To receive the certificate, participants must complete all five days and a quiz covering course content.

Length: Five days
 Date(s): **October 6-8 (Part I) and October 18-19 (Part II)**
 Fee: \$265
 Instructor(s): Mario Govorchin, Kelly Kennedy, Suzu Speier, and Elaine Stoll

Life Skills Training for Residential Settings (#SUP121)

This two-day course is designed for residential and vocational workers who wish to be a life skills resource person for their workplace. The course will help participants explore the role of empowering residents through life skills training, identify and assess personal levels of self-esteem and methods for raising self-esteem, practise self-assertion and problem solving techniques, and practise

methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided to participants. This course is experiential and participants will practise each of these four skills.

Length: Two days
Date(s): **November 15-16**
Fee: \$165
Instructor(s): Denise Grams

Courses Around BC

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. For information on the program and future locations contact Sandra Rice, Program Co-ordinator, at 604/222-7273.

Out-of-town participants may take the levels of Management Development for Residential Settings Training out of sequence without prior approval of the Co-ordinator.

Core Courses

Kootenays

These courses will be offered at various locations in the Nelson, Creston, Castlegar, and Cranbrook areas.

Management Development for Residential Settings, Level 1 (#MGMT214T)

Co-sponsored with East Kootenay Community College

Length: Two days
Date(s): **September 22-23**
Location: Senior Citizens Branch 28, 720 Pine Street,
Creston, BC
Fee: \$225

Management Development for Residential Settings, Level 2 (#MGMT218T)

Co-sponsored with Selkirk College

Length: Two days
Date(s): **October 18-19**
Location: Sandman Inn, 1944 Columbia Avenue,
Castlegar, BC
Fee: \$225

Management Development for Residential Settings, Level 3 (#MGMT230T)

Co-sponsored with Selkirk College

Length: Two days
Date(s): **October 20-21**

Location: Sandman Inn, 1944 Columbia Avenue,
Castlegar, BC
Fee: \$225

Management Development for Residential Settings, Level 4 (#MGMT240T)

Length: Two days
Date(s): **December 1-2**
Location: TBA
Fee: \$225

Prince George

Registration will be managed by Direct Care Training Services in Prince George. Contact Kathie Scouten at 604/564-2477.

Management Development for Residential Settings, Level 4 (#MGMT240G)

Length: Two days
Date(s): **September 22-23**
Location: Civic Centre, 855 Dominion Street,
Prince George, BC
Fee: \$225

Management Development for Residential Settings, Level 5 (#MGMT250G)

Length: Two days
Date(s): **October 18-19**
Location: Civic Centre, 855 Dominion Street,
Prince George, BC
Fee: \$225

Management Development for Residential Settings, Level 6 (#MGMT260G)

Length: Two days
Date(s): **October 20-21**
Location: Civic Centre, 855 Dominion Street,
Prince George, BC
Fee: \$225

Victoria

Management Development for Residential Settings, Level 5 (#MGMT250V)

Length: Two days
Date(s): **October 5-6**
Location: University of Victoria, University Centre B. 238 -
2nd Floor
Fee: \$185

Management Development for Residential Settings, Level 6 (#MGMT260V)

Length: Two days
Date(s): **November 15-16**
Location: University of Victoria, University Centre - Senate Chambers A180
Fee: \$185

Management Development for Residential Settings, Level 7 (#MGMT270V)

Length: Two days
Date(s): **November 30-December 1**
Location: University of Victoria, University Centre - Senate Chambers A180
Fee: \$185

Electives

See page 24 for community colleges co-sponsoring Justice Institute Conflict Resolution courses which can be used as electives for this program. Please refer to the Conflict Resolution category for course descriptions. **Electives must be Justice Institute courses.**

Prince George

*Together We Stand: Effective Team Building (#MGMT120G)

Length: Two days
Date(s): **November 24-25**
Location: Civic Centre, 855 Dominion Street, Prince George, BC
Fee: \$225

*See Management category for course description. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for this course. There are five seats open to the general public and they will be filled on a first-come, first-served basis. Registration will be managed by Direct Care Training Services in Prince George. Contact Kathie Scouten at 604/564-5477.

Victoria

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307V)

See Management category for course description.

Length: One day
Date(s): **November 3**
Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$130

Front Line/Supervisory Skills

Victoria

Life Skills Training for Residential Settings (#SUP121V)

Length: Two days
Date(s): **October 20-21**
Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$185

Instructors:

Carol Cohen, M.A., is a counsellor/co-ordinator with the Family Services Employee Assistance Group. She also designs and provides training in a variety of areas in both the private and public sectors. She has worked in residential settings for youth and is experienced in both direct service and management.

Mario Govorchin is a consultant and trainer who has extensive experience working with clients with disabilities. He has worked in residential settings. Mario is a senior trainer for the JI Centre for Conflict Resolution.

Denise Grams is a life skills counsellor, instructor, and trainer. She has ten years' experience working in the social services field co-ordinating a child care program, and as a rehabilitation officer and counsellor. Since 1990, she has established her private practice (Life Unlimited - Life Management Skills Training).

Marta Joy-Campbell is a consultant who has extensive experience working with children, youth at risk, and persons with disabilities. She has worked in residential settings.

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has had over 20 years' experience working in government and with community groups in a number of provinces. She has been responsible for co-ordinating freedom of information and protection of privacy functions within a government ministry setting in BC and Ontario, and has provided training to staff and managers in addressing access and privacy issues.

Kelly Kennedy is a mediator and counsellor in private practice. She has experience counselling, mediating, and training in a variety of human service settings.

Marion Malcolmson, M.S.W., R.S.W., works in cross-cultural settings as the Co-ordinator of Counselling Services at Invergarry Adult Learning Centre. Her background spans a variety of counselling and training experiences including employee assistance programs. She has been employed in both direct service and administration and currently maintains a private practice.

Pat Meyer is a consultant and trainer with extensive residential management experience. She has published several books and articles and has produced films for professional and public education. Her current work includes the transition of people with complex health needs from institutions to community living.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings Certificate Program training. She has extensive experience training and working

in the management field and has worked in residential settings.

Elizabeth Robinson, M.S.W., R.S.W., is a social worker in private practice. She has had extensive experience as a manager and trainer in child welfare and medical settings. She is also a sessional lecturer at the School of Social Work, UBC.

Suzu Speier is a consultant with Ryane Consulting Inc.

She has designed and delivered courses on a variety of management, communications, and conflict topics.

Elaine Stoll is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of human service settings.

Training for Trainers

Unless otherwise indicated, Training for Trainers courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

*Courses marked with an asterisk may be taken as electives for the Management Development for Residential Settings Certificate Program.

Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)*

This practical course is directed toward people who deliver training as part of their overall job and want to learn new skills or enhance existing ones. Content will include: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies, and instructional challenges. The number of registrants will be limited to 12 to allow opportunities for each participant to practise group and one-to-one training in a supportive setting.

Length: Two days
Date(s): **September 29-30**
October 20-21
November 17-18

Fee: \$225
Instructor(s): Reva Kalef

NEW

Program Evaluation/Project Evaluation (#MGMT304)*

For course description, see Management category.

Length: Two days
Date(s): **October 13-14**
Fee: \$175
Instructor(s): Zena Simces Katz

Advanced Training for Trainers: Working with Groups (#MGMT223B)*

This practical, advanced-level course is directed toward trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive course will focus on climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour. **Prerequisite(s):** Training for Trainers: Tips, Techniques and Tactics (#MGMT223), or by permission of the Co-ordinator. The number of registrants will be limited to 16.

Length: Two days
Date(s): **October 31-November 1**
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Ideas for Active Learning (#MGMT223D)*

Participants in this course will come away with a repertoire of ideas for introductions, warm-ups, goal-setting, energizers, retention, transfer of learning, and closure. The course is directed toward trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It will highlight the importance of using interactive strategies and the instructor qualities and skills that complement the use of such strategies. **Prerequisite(s):** Training for Trainers: Tips, Techniques and Tactics (#MGMT223), or by permission of the Co-ordinator. The number of registrants will be limited to 16.

Length: Two days
Date(s): **November 28-29**
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)*

This course is directed toward trainers who are responsible for planning instruction for adult learners. During this interactive, two-day course, participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. Participants should have a project in mind to work on over the course of the two days. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching.

Length: Two days
Date(s): **December 8-9**
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)*

This course is designed for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The interactive, two-day course will allow participants to apply knowledge and skills learned to their own projects. Content will focus on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. Although the course will include discussions about manuals and some other "stand-alone" materials, it will concentrate on materials used for classroom-type instruction. **Recommended:** Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A). The number of participants is limited to 16.

Length: Two days

Date(s): **January 26-27, 1995**

Fee: \$200

Instructor(s): Dianne Bodnar

Instructors:

Dianne Bodnar, M.A., is a program developer, trainer, and editor who specializes in instructional design and plain language services. Formerly the Education Director of the Plain Language Institute of BC, she is also experienced in working with educational institutions, government agencies, community groups, and businesses to create training programs and materials.

Reva Kalef, M.Ed., has been involved in the field of adult education as a course leader, instructional designer, curriculum developer, and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has had over 20 years' experience working in government and with community groups in a number of provinces. She has had extensive experience in conducting and managing major program evaluations and strategic plans and has provided practical training in how to carry those processes.



The Justice Institute is Moving

Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for January 1995. The first classes are expected to be offered at the new campus in early February, 1995. Students will be notified of the location of their classes when they register or as soon as the location can be confirmed.

Our new campus will total approximately 170,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium space.

Coloured photos of the new site are on display in the main hallways of the Blake Hall classroom building and the MacDonald Hall main entrance. Please stop in and have a look if you are attending a course or a meeting at the Jericho site.

Facts about the new JI campus

- Architectural design commenced in July 1992.
- Campus is housed on a 12.3 acre site in suburban New Westminster.
- Total project cost estimated at \$34 million.
- Construction began August 1993. Completion is scheduled for late January 1995.
- Building area totals 170,000 sq. ft. consisting of classroom block, office block, and gymnasium.
- Average daily population – 700 students and staff.
- Exterior areas of campus include:
 - on-site parking for more than 400 vehicles
 - simulation intersection
 - courtyard area
 - natural space
- Functional areas include:
 - classrooms and breakout rooms
 - 200 seat lecture theatre
 - simulation classrooms and theatre
 - library
 - media production centre
 - cafeteria
 - offices
 - board and meeting rooms
 - gymnasium with shower/change facilities
 - 12-position indoor firearms range
- Building structure is primarily cast-in-place concrete consisting of three to four levels.
- Building exterior surfaces blend cast-in-place concrete, masonry brick, and metal cladding.
- Points of special interest:
 - project design has incorporated energy efficient components such as lighting, lighting controls, and mechanical equipment;
 - a number of existing mature trees have been transplanted on the site to minimize damage during construction;
 - construction will initiate a recycling program for building materials;
 - the courtyard area occupies same location as the original Douglas College courtyard;
 - architectural items such as sun shade beams will be used to reduce the heat gain to interior spaces;
 - offices and classrooms have opening windows for natural air circulation; and
 - the campus is adjacent to the Canada Games pool.

Course Listings by Title

Abuse Within a Malevolent Context: Identifying and Intervening in Severe Intra-Familial Abuse (#CSA144).....	10, 14	Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)	28
Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)	37, 38, 39	Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117)	29
Advanced Cardiac Life Support Instructor Course (#PHP120).....	38	Critical Skills for Communicating in Conflict (#CR735).....	18
Advanced Cardiac Life Support Update (#PHP110)	37	Criticism: How to Give and Receive It (#CR706)	18
Advanced Training for Trainers: Working with Groups (#MGMT223B)	45	Dealing with Anger (#CR200)	16
Agreement Building (#CR810).....	17	Dealing with Interpersonal Conflict (#CR100)	16
An Introduction to the Use of Art Therapy with Troubled Adolescents (#CY153)	26	Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)	34
Anger Management with Children Under Twelve (#CY158).....	7	Developing Investigative Skills (#EP152)	29
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104).....	26	Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)	34
Asserting Yourself Under Pressure (#CR702)	18	Developing Policy and Procedure Manuals (#MGMT226)	33
Basic Fire Science (#DE00) or (#NC-02)	31	Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101).....	38
Basic Supervisory Program, Week 1 (#MGMT213)	32	Enforcement and Investigative Skills	30
Basic Supervisory Program, Week 2 (#MGMT213A)	32	Enhancing School Safety (#CY160).....	7
Basic Trauma Life Support (#PHP202)	38	Executing a Court Order (#EP159)	30
Breaking Up Fights (#CY161)	8	Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)	34, 36, 44
Building Consensus (#CR733)	21	Facilitating for Results: Helping Groups to Succeed (#MGMT306)	33
Cardiac Arrest Management (#PHP115)	38	Facilitating Groups for Substance Misusing Adolescents (#CY163)	6
Child Centred Play Therapy (#CY104A)	26	Facilitating Multi-Party Disputes (#CR850)	21
Child Sexual Abuse Intervention: A Certificate Program for Practitioners (Series #CSA105)	9	Fire Safety at Work (#DE-02)	31
Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)	9	First Line Trauma Management for Nurses	38
Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)	9	First Line Trauma Management for Physicians	38
Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A)	9	Front Line Training for Residential Settings (#SUP119)....	42
Child Sexual Abuse Support Worker Training Programs..	10	Front Line/Firing Line: Handling the Angry Client (#SUP109).....	5
Children Who Witness Violence (#CY111)	26	Getting Conflict Resolved	23
Children and Youth Care Forums	14	Grief and Bereavement (#EP155)	24
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)	35	Group Dynamics (#CR804)	21
Coaching for Improved Performance (#MGMT313)	33	Happy Ever After: The Post-Hiring Process (#MGMT301A)	35
Coaching Job Readiness Skills (#SUP122)	42	Identifying and Supporting Older Adults at Risk of Suicide (#EP109)	25
Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146) ..	10, 14, 27	Influencing Decision-Making and Change	23
Conciliation and Caucusing: Conducting Separate Meetings (#CR807)	22	Influencing Decision-Making and Change (#MGMT210)	18, 33
Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)	18	Intervening with Assaultive, Intoxicated, or Substance Abusing Adolescents (#CY142)	8
Conflict Resolution for Executives and Managers	23	Interviewing Skills (#MGMT310)	32
Counselling Interventions for Panic Disorders and Panic States (#EP121)	24	Introduction to DOS (#CORR402).....	11
Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)	10, 30	Introduction to Excel (#CORR421)	13
Creativity and Trauma: Using Art as a Tool for Healing (#EP179)	27	Introduction to Government Process and the Criminal Justice System (#MGMT309).....	31
		Introduction to the Fire Service (#NC-01)	30

Introduction to the Fire Service: Field Exercises (#NC-04)	30	Solution-Focused Family Counselling with the Substance Abuser (#EP149)	25
Introduction to Windows (#CORR405).....	13	Stopping the Violence: Changing Families, Changing Futures	15
Life Skills Training for Residential Settings (#SUP121)	42, 44	Strategic Planning (#MGMT312)	35
Making it Hard to Say No — Negotiating with Difficult People (#CR767)	19	Suicide Assessment and Intervention (#EP126)	24
Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)	5	Supporting Adult Survivors (#CSA134A)	10
Management Development for Residential Settings Certificate Program	39	Supporting Child and Youth Survivors (#CSA134)	10
Management Development for Residential Settings, Level 1 (#MGMT214)	39, 43	Supporting Women in Difficult Relationships (#EP175)	25
Level 2 (#MGMT218)	39, 43	Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)	5
Level 3 (#MGMT230)	39, 43	Technical Math (#DE05)	31
Level 4 (#MGMT240)	40, 43	The Hiring Process (#MGMT301)	34
Level 5 (#MGMT250)	40, 43	Together We Stand: Effective Team Building (#MGMT120)	35, 36, 44
Level 6 (#MGMT260)	40, 43, 44	Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)	46
Level 7 (#MGMT270)	40, 44	Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)	45
Level 8 (#MGMT280)	40	Training for Trainers: Ideas for Active Learning (#MGMT223D)	45
Managing Employee Disputes (#CR703)	19	Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)	45
Managing Power Imbalances (#CR808)	22	Trauma and Post Traumatic Stress Reactions (#EP178)	27
Managing the Emotional Climate (#CR806)	22	Trauma and Post Traumatic Stress Reactions, Level II (#EP178A)	28
Mediating Custody and Access Issues (#CR809)	22	Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140)	25
Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148)	7	Understanding Harassment (#MGMT222A)	34
Mediation Competency: Assessment Preparation (#CR801)	20	Unfinished Business (#CR768)	19
Mediation Skills Assessments (#CR499)	17	Upgrade to Word for Windows (#CORR420)	13
Mediation Skills, Level I (#CR300)	17	Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)	13
Mediation Skills, Level II (#CR400)	17	Use-It-Or-Lose-It Clinic (#CR750)	21
Negotiation Competency: Assessment Preparation (#CR803)	20	Violence Against Women in Relationships - Core Training	15
Negotiation Skills Assessments (#CR699)	17	Word for Windows Level I (#CORR419)	13
Negotiation Skills, Level I (#CR500)	17	WordPerfect 5.1 (for DOS) Level I (#CORR400)	12
Negotiation Skills, Level II (#CR600)	17	WordPerfect 5.1 (for DOS) Level II (#CORR407)	12
Pediatric Advanced Life Support (#PHP204)	38	WordPerfect 5.1 (for DOS) Level III (#CORR408)	12
Preventing Peer Youth Violence (#CY159)	7, 9	WordPerfect 5.2 Level I for Windows (#CORR401)	13
Preventing Peer Youth Violence: Training for Community Facilitators (#CY164)	7	WordPerfect 5.2 Level II for Windows (#CORR417)	13
Program Evaluation/Project Evaluation (#MGMT304)	33, 45	WordPerfect Tips, Tricks and Traps (#CORR409)	12
Resolving Conflict in the Workplace	23	Working with Anger and Aggression in Youth (#CR720)	6
Resolving Conflict in the Workplace (#CR763)	16	Working with Depressed and Suicidal Adolescents(#CY162)	6
Resolving Harassment Problems (#MGMT222C)	34	Working with Families in Crisis (#CY121)	25
Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150)	8	Working with the Male Survivor of Sexual Abuse (#CSA131)	11
Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)	19	Workplace Stress and Trauma: Sources, Symptoms and Solutions	15
Self-Management (#CR811)	19	Writing Investigative Reports (#MGMT311)	32
Shifting from Positions to Interests (#CR748)	19	Youth and Conflict: Skills Development Program	6

Video: *Choosing the Guardians*

This video describes two primary policing service models — First Nations Tribal Police and Royal Canadian Mounted Police Aboriginal Service — currently available to First Nations communities in British Columbia. The video also discusses issues which First Nations communities must consider in determining which of these models is most appropriate to their community. Some of these issues include: community support, accountability, funding, recruiting and training, and establishment of First Nations Police Boards.

Although the video examines the situation in BC, the information will be applicable to First Nations communities throughout Canada. As well, this video will be of interest to individuals working in the criminal justice system, police agencies, and educational institutions.

For further information, please contact:

Program Developer
Police Academy
Justice Institute of BC
4180 West 4th Avenue
Vancouver, BC V6R 4J5

Telephone: 604/222-7269

Produced by:

Police Academy, Justice Institute of BC
with
Solicitor General Canada/Solliciteur general Canada
BC Ministry of Attorney General
July 1993

Cost: \$25.95

Contract Services

Interdisciplinary Studies can provide many of the courses listed in this calendar on a contract basis. As well, Interdisciplinary Studies responds to requests for specially designed staff training, ranging from short courses to fully co-ordinated conferences.

Specialized training

Interdisciplinary Studies staff will work with your agency or organization to adapt an existing program or design a special, skill development workshop to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction, and course co-ordination.

Conference management

Interdisciplinary Studies staff have expertise in managing major national and international conferences. Services include agenda design, program planning, and co-ordinating on-site logistics. Depending on your agency's needs and budget we can make all facility arrangements, prepare conference advertising and other printed material, arrange for translation services, and co-ordinate conference follow-up, including proceedings and evaluations.

For more information, call 604/222-7224.

Video Tape Duplication

The Justice Institute offers complete in-house video duplication services. Our Media Centre can produce VHS copies of any quantity from Betacam SP, Betacam, 3/4 U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction,
- tape stock,
- vinyl library case, and
- laser jet printed labels.

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information or to receive a price list, contact Bob Walker at 604/222-3686.

Private Security Training Program

Train for the private security industry

The Private Security Training Program of the Police Academy at the Justice Institute of British Columbia is designed to provide instruction to the private security industry for application in most general security settings. It has been developed to meet the needs of both prospective security personnel and those presently working in the industry. This program will be of interest to organizations using both contract and in-house security services.

Basic security programs, including weekend programs, will start in September.

Specialized training programs are available for organizations with specific security training needs.

FOR MORE INFORMATION, CONTACT THE REGISTRATION OFFICE AT 604/222-7111.

Looking for Information... try the Library

The JI Library has books, videos, and journals to support Interdisciplinary Studies courses. Bibliographies that list some of these materials are available on the following topics:

Conflict Resolution	Wife Abuse
Child Sexual Abuse	Negotiation
Mediation	Critical Incident Stress
Study Skills	Sexual Harassment
Employment Equity	Elder Abuse

Include a visit to the Library in MacDonald Hall while you're on course at the Justice Institute.

For information on who can borrow, see page 3 or call 604/222-3600.

Critical Incident Stress Debriefing

Distance Education Module



Winner of Three Video Awards

Police Video Awards of Canada

Award of Excellence - GOLD

Award of Excellence - Craftsmanship: JUDGE'S CHOICE

The Association for Media and Technology in Education in Canada

Award of Excellence

Educational Services and Interdisciplinary Studies have produced a distance education package designed to assist people in a variety of occupations and organizations to identify the stages and procedures of critical incident stress support. In addition to those working in emergency response and high-risk occupations, the package will be of interest to people working in:

- helping professions (social workers, mental health professionals, public health and long term care staff, victim service workers);
- volunteer organizations (Red Cross, ski patrols, searchers, etc.);
- transportation companies;
- parking enforcement divisions;
- banks; and
- many others.

The package consists of:

- **An award-winning video** that follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it. (Please note: This video contains language which may be offensive to some viewers.)
- **A workshop facilitator's guide** that will assist the facilitator to conduct a half-day workshop which explains the concepts and rules of critical incident support. The guide includes group exercises based on the written material and the video.
- **A self-directed study guide** that explains the concepts and rules of critical incident stress support in detail. It includes a short self-test at each stage.

The cost of the complete package is \$60 (within BC); \$95 (out-of-province).

To order, please complete the form below and mail it, together with a cheque in the correct amount, to the address on the order form.

ORDER FORM

Critical Incident Stress Debriefing Distance Education Module

Date: _____

Name: _____

Company/Agency: _____

Mailing Address: _____

Price in BC: **\$60.00** (includes GST, shipping, and handling)

Price out-of-province: **\$95.00** (includes GST, shipping and handling)

This price includes a video, a facilitator's guide, and a self-directed study guide enclosed in a binder.

Please send orders to:

Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C.
V6R 4J5
Attn: Dennette Retel

A cheque or purchase order for the correct amount must be enclosed with your order. **Make cheques payable to the Justice Institute of B.C.**

WARNING:

This video contains language which may be offensive to some viewers.

Employment Readiness Program

Are you interested in pursuing a challenging career in the community corrections field?

This intensive 82 day program may be of interest to you.

Graduates of the program will be granted certificates of achievement which will be a recognized standard for entry into community program worker roles with a variety of employers, e.g., Probation Officer/Family Court Counsellor.

Minimum qualifications for program entry:

University graduation preferably in a related discipline (e.g., social work, criminology, sociology, psychology);

OR

Completion of two years at a recognized college or university in a related field plus five years of varied experience as a corrections worker or work in a related field;

PLUS

Canadian citizen or permanent resident.

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,
PLEASE CALL: 604/222-7291**

Are you interested in becoming a corrections worker?

The Corrections Academy, Justice Institute of BC, is offering a five-week Employment Readiness Program for Corrections Workers. This unique program is directed toward individuals interested in pursuing a career in the corrections, security, or public safety fields. The program will be offered to 24 carefully screened, qualified, and motivated applicants.

**Minimum qualifications
for application to program:**

Grade 12 graduation or G.E.D.

19 years or older

Canadian citizen or permanent resident

Valid drivers licence

Program Cost:

\$350

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,
PLEASE CALL: 604/222-7188**

Pacific Traffic Education Centre (PTEC)

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training.

PTEC offers the following courses: **Driving with Finesse**

Total Control Driving

Traffic Accident Investigation Levels I - IV

Industrial Accident Investigation

For information on any of the courses offered by PTEC, please call 604/222-7139.

How to Register for a Course

• **Register by Mail:** To register by mail, complete the registration form below or send the required information and a cheque made payable to the Justice Institute (**no post-dated cheques accepted**) to: Registration Office, Justice Institute of BC, 4180 West 4th Avenue, Vancouver, BC V6R 4J5.

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis. Registration cannot be completed until we receive full course payment.

If the Justice Institute is not handling registration, call the number listed in the course description for further information.

• **Register by Phone:** To register by phone using VISA or MasterCard, call (604) 222-7111 or 222-7171 between 8:30 am and 4:30 pm, weekdays. Please have the credit card number ready when you call.

• **Register in Person:** You can register in person at the Justice Institute, Room 119, Blake Hall (two doors down from receptionist on the main floor). Hours are 8:30 am to 4:30 pm, Monday-Friday. Please telephone in advance to ensure there is space for you in the course(s).

• **Register by FAX:** To register by FAX using VISA or MasterCard, complete the registration form, including all credit card information, and FAX it to the Registration Office, Justice Institute of BC, at 604/222-7292.

Courses are GST-exempt.

• **Tax Deduction:** You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year.

For courses taken between January 1 and July 30, 1994, save your registration confirmation form for use as an income tax receipt. **We cannot provide duplicates.**

For courses taken between August 1 and December 31, 1994, an official income tax receipt will be issued in February, 1995. For questions call 222-7276.

• **Refund Policy:** Registration fees are refundable provided we receive notification of cancellation **seven working days** in advance of the course date. **Refunds are subject to an administrative charge of \$15.** The white copy of the registration receipt must be returned to the Registration Office in order to receive a refund.

• **NSF Cheques:** A fee of \$15 applies to all cheques returned "NSF."

• **Transfer Policy:** Notification regarding transfer from one course to another must be received **seven working days** in advance of the course date. **There is an administrative fee of \$15 for all transfers.**

• **Substitution Policy:** Course participant substitutions are welcome as long as the substituting participant has completed the course prerequisites. The substituting participant must obtain a substitution form from the Registration Office, and complete and return it by no later than noon on the first day of the course. For last minute substitutions at courses held in other locations, obtain the form from the course instructor who will forward it to the Registration Office.

• **Course Cancellations:** A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is not responsible for participants' expenses if a course must be cancelled because of low enrolment (e.g., airline or hotel reservations). The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

• **Registration information and individual course brochures:** 604/222-7111 or 222-7171.

Mail to: Registration Office, Justice Institute of BC,
4180 West 4th Avenue, Vancouver, BC V6R 4J5
Fax: 604/222-7292

Help the Registration Office help you. If you have special requirements, please inform the Registration Office of your specific needs when you register for a course.

I wish to register in the following program(s):

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE

LAST NAME FIRST NAME

POSITION ORGANIZATION

The following is my: ☐ WORK ADDRESS
☐ HOME ADDRESS

STREET

CITY POSTAL CODE

PHONE (DAY)

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard
☐ cheque (payable to Justice Institute) ☐ cash (in person only)

NAME OF CARDHOLDER:

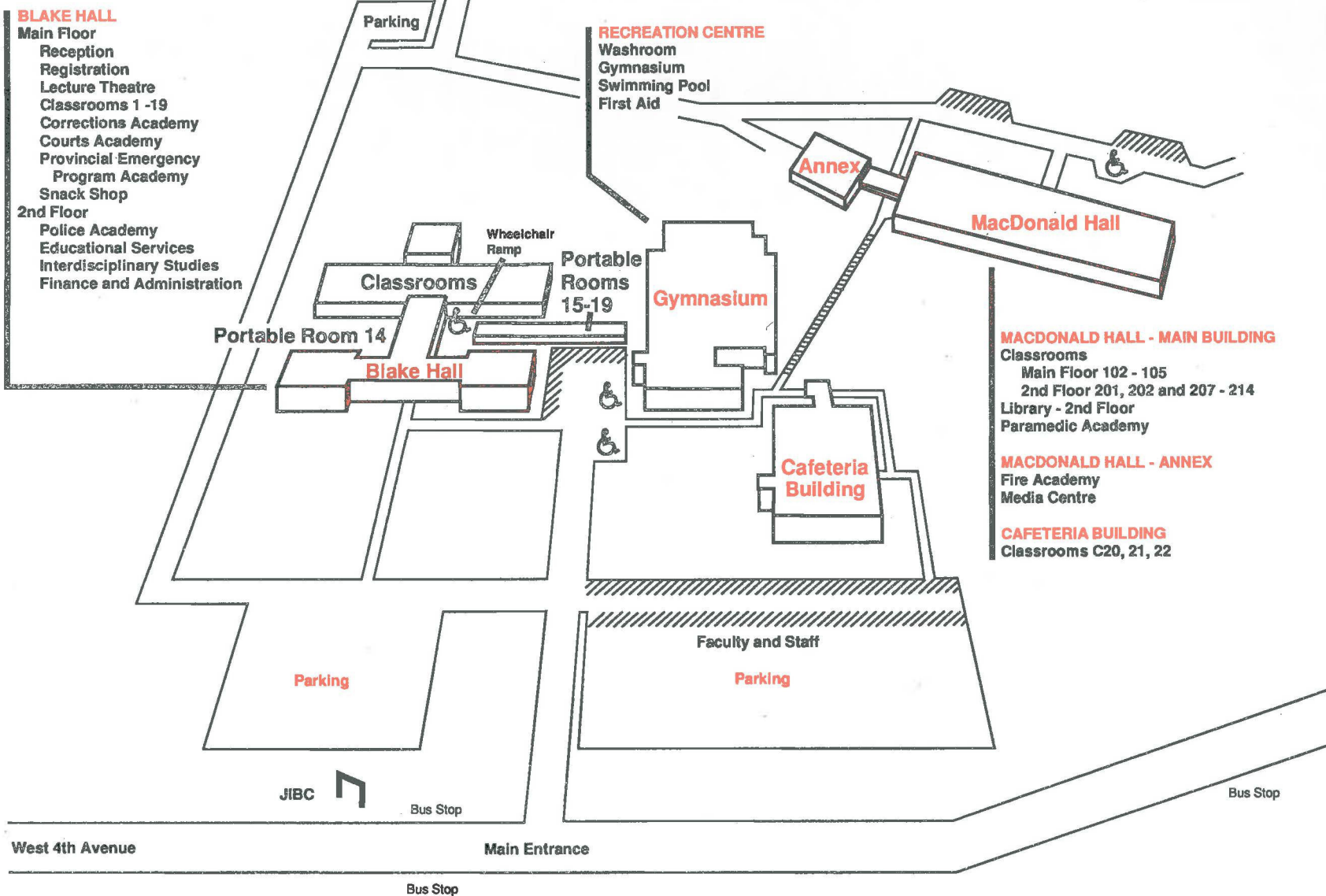
VISA CARD Expiry date:

- -

MASTERCARD Expiry date:

- -

West 8th Avenue



To cut costs, and for environmental reasons, we have switched to a bulk mailing system for the Interdisciplinary Studies calendar. We are constantly reorganizing our mailing lists. If you have any concerns about our advertising process, please contact Kate Walker at 222-7221.

JL
**JUSTICE
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OF B.C.**

Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
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312

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